

SWITCHING TO REMOTE WORK

EFFECTIVE VIDEO SUPPORT

The Social Switch Project's guide for professionals working directly with young people



TESTING

Before using video software for the first time, consider having a practice run to make sure that everything functions as you are expecting it to. Ensure your internet connection is strong, your picture is clear and that your microphone and speakers work well.



CHECK-IN

Get in touch with the young person you are working with ahead of time to talk about how they will be accessing the video link. This way, you can make sure that they have the equipment they need, that they won't be overheard, and can agree what you will do if they are disturbed or the connection drops.



CONSENT

You should carefully consider the relative risks and benefits to the young person beforehand, and then clearly explain the options to them, making sure that you reiterate the boundaries of confidentiality and obtain and document their consent, particularly if you will be making use of the record function of your software.



RESOURCES

Think about whether you might need to share resources with your young person ahead of your conversation and how you might need to do this. During the session, you might also need to share resources via screen-sharing, particularly if you are someone who likes to use visuals during a face-to-face session.



RISKS

Video consultations need to be risk assessed in the same way as a face-to-face session. Consider issues such as the young person's location, plans for what to do if a call is terminated, and how you will make sure that they have received any information you send before or after the call.

Work with colleagues to ensure you have a shared understanding of potential issues and how this new set-up will affect your policies and procedures. By working together, you can ensure that everyone knows what to do before issues arise.