SFJCJBE6 - SQA Unit Code DC7V 04

Enable people to support victims, survivors and witnesses in managing the effects of their experience on their lives

Overview

This standard is about enabling other people to support victims, survivors and witnesses. Other people may involve those who are significant to victims, survivors and witnesses, such as their parents, partner, family or friends, and/or workers from agencies that support victims, survivors and witnesses. The support you provide to enable these other people will in turn enable them to support victims, survivors and witnesses.

Within this standard, the term `individual' refers to the victim, survivor or witness, while `people' or `person' refers to those you are enabling.

There are two elements

1 Agree with people how they will support victims, survivors and witnesses in managing their experience

2 Assist people as they support victims, survivors and witnesses in managing their experience

Target Group

This standard is applicable to those who provide support and other services to victims, survivors and witnesses.

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Performance criteria

You must be able to:

Agree with people how they will support victims, survivors and witnesses in managing their experience

P1 obtain all available and relevant information regarding the support to be provided for the individual, identifying the nature of support required, and its goals, and how it reflects the needs of the victim/survivor/witness

P2 identify those people who are best placed to offer and provide support, given the circumstances of the case and their own needs, in line with your organisation's policy and procedures

P3 obtain the informed consent and involvement of the individual to make contact with those who might be able to offer support

P4 approach those who might be able to offer support and discuss fully with them the role they may have, ensuring that each person understands the different roles and responsibilities of those involved

P5 assist people to understand the nature and level of support that the individual may need and how their support will complement the other forms of assistance that have been offered to the individual, in line with your organisation's procedures for confidentiality

P6 assess with people their willingness and ability to support the individual, exploring the extent of the support they are able to offer given their own needs, demands and/or level of emotional involvement

P7 discuss fully with people how they could support the individual, based on the best balance between the potential benefits to the individual, and/or the potential benefits and risks to the person offering support

P8 answer questions in an open and honest manner and seek information from others where appropriate

P9 agree with people how they will support the individual so that the support is consistent with the individual's needs, preferences and wishes

P10 identify with people how they will be supported themselves, where appropriate

P11 seek advice and support promptly from an appropriate person if you consider that others are unable to meet the needs of the individual, or are unsure about the action that should be taken

P12 maintain accurate and up to date records of the agreements made, and the resulting action to be taken, in line with your organisation's requirements

P13 communicate clearly to the individual all relevant information regarding the agreements made and resulting action to be taken in relation to the support being offered and who will be involved

P14 respect the individual's right to change their mind and to consider amended or alternative approaches to the support needed

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Assist people as they support victims, survivors and witnesses in managing their experience

You must be able to:

P15 provide others with accurate information about how their role in supporting the individual interacts with your own role, and the roles of those within other organisations who are working with the individual

P16 explain your organisation's policy relating to confidentiality

P17 provide relevant information and advice to people about methods of supporting the individual that will meet the individual's needs, preferences and wishes

P18 identify accurately the range of services which you and your organisation can offer towards supporting the individual, and those of other organisations that may be able to assist

P19 ensure that all persons understand their role, and that the support offered is in accordance with the actions agreed with the individual

P20 decide the most appropriate way of keeping in contact with relevant others according to the nature and priority of the case, and any associated risk to the health and safety of individuals and others, in line with your organisation's requirements

P21 maintain regular contact with all relevant parties and monitor their progress in supporting the individual, including the effect that the support is having on the individual's ability to manage their experience, and upon the person supporting the individual

P22 take the necessary steps where there are concerns about the nature of the support being provided by people working with individuals, in line with your organisation's policies and procedures

P23 assess with individuals whether the support and other services are working in practice, and assist them to decide if they want to modify, or to stop, the support they are receiving

P24 seek advice and support from an appropriate person if you are unsure about what action should be taken

P25 review with people their future involvement with the individual, once the individual seems to be able to manage their experience

P26 maintain accurate and up to date records, in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

K1 legal and organisational requirements which relate to enabling others to support victims, survivors and witnesses, and their impact for your area of operations

K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations

K3 the role of your organisation and its services, and the services which it provides in supporting victims, survivors and witnesses who have suffered bereavement

K4 the organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made

K5 organisational requirements relating to allowing others to be present in discussions with victims/survivors/witnesses, and the relative benefits and disadvantages that the presence of others can create

K6 the limits of your authority and responsibility, and the actions to take if these are exceeded

You need to know and understand:

Working within the community justice sector

K7 the impact of crime on victims, survivors and witnesses and their need for protection, respect, recognition, information and confidentiality

K8 how to assess needs of victims, survivors and witnesses and determine the type of support that is necessary to address them, including procedures and tools used within your organisation

K9 the ways in which stereotyping and discrimination might affect the assessment of the needs of individuals, and how to guard against this

K10 reactions to the experience of crime, and the factors which affect how individuals react to and recover from their experience

K11 the organisation's procedures relating to safeguarding, including the needs of those who have experienced crime and who may be particularly vulnerable

K12 why it is important to involve those with parental responsibility in work with children who have been affected by crime and/or anti-social behaviour

K13 the options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned

K14 different ways of supporting victims, survivors and witnesses through working through a third party, and methods for doing this

K15 how different cultures, religions and ethnicity may affect procedures for providing support, and the support available from relevant organisations

K16 the needs of those who have experienced serious personal assault, domestic violence, hate crime, and/or sexual abuse and who may be particularly vulnerable, including children and young people, people with mental health problems, and people with learning difficulties

K17 the impact that appearance at court can have on victims, survivors and witnesses, and their parents, partners, family and friends, and how their needs for support may differ

K18 the conflicts of interest that may exist between the needs of individuals and those of the people supporting them, including methods for handling these

K19 the role of your organisation and its services and how they relate to other organisations and services in the community justice sector

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Developed by	Skills for Justice
Version number	2
Date approved	May 2010
Indicative review date	May 2012
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SfJ BE6
Relevant occupations	Public Services; Public Service and Other Associate Professionals
Suite	Community Justice
Key words	Victim, survivor, witness