

Housing National Occupational Standards

H4 20 Develop joint working agreements and practices and review their effectiveness

(SQA Unit Code DK67 04)

Note- this unit is the imported from Health and Social Care unit HSC433

Unit summary

For this unit you will need to develop and maintain appropriate relationships to enable joint working agreements and practices to be effective.

Performance criteria

You need to show that:

- 1 you identify where you and your organisation could work with other departments, agencies and organisations to provide more effective services for individuals and key people
- 2 you identify gaps in experience and expertise within your own organisation and negotiate how these could be filled by people from other departments, agencies and organisations
- 3 you identify areas where the experience and expertise of people from other departments, agencies and organisations could enhance that of staff from your own department, agency or organisation
- 4 you seek, identify and access accurate and up-to-date information about workers, organisations and agencies who can help you and your organisation deliver more effective services
- 5 you identify relevant people and organisations with whom you could collaborate and work jointly to deliver more effective services
- 6 you evaluate and agree with the appropriate people, departments, agencies or organisations the need and purpose for establishing joint working agreements
- 7 you contribute to identifying and agreeing:
 - contact arrangements
 - how you will work with other people, departments, agencies and organisations
 - the roles and responsibilities of all within the joint working agreement, including who should have lead responsibility
 - the aims and needs of all involved
 - the arrangements for working with the individuals and key people
 - the potential opportunities and benefits from joint working agreements

and practices

- 8 you ensure that any joint working arrangements comply with legal, regulatory and organisational policies and practices
- 9 you explore any areas of potential conflict and overlap developing strategies, procedures and practices to deal with them
- 10 you agree strategies to maintain the confidentiality and security of information ensuring they comply with:
 - legal and organisational requirements, policies and procedures of the departments, organisations and agencies
 - any professional and regulatory codes
- 11 you share essential information across organisational boundaries:
 - within agreed protocols
 - within confidentiality agreements
 - according to legal and organisational requirements
- 12 you work with all involved to identify how joint working practices will be reviewed, identifying:
 - the criteria to be used
 - the roles and responsibilities of all involved
 - the timescales for any review activities
- 13 you contribute to the review of joint working agreements and practices according your role and responsibilities and the agreed criteria and timescales
- 14 you work with all involved within joint working agreements to make adjustments that will improve the effectiveness of, and the outcomes from joint working agreements and practices
- 15 you clarify boundaries, roles and responsibilities for providing health and care services
- 16 you ensure that any work that you agree to undertake complies with:
 - legal and organisational policies and procedures
 - communication and language requirements for those with whom you are working and for individuals and key people
 - any professional and regulatory codes to which you have to comply
- 17 you contribute to:
 - agreeing activities for team members which makes best use of their individual preferences and abilities
 - identifying and integrating the skills, values, perspectives and experience of wider team members
 - setting up and using systems to monitor, review and evaluate the effectiveness of the joint working procedures and practices
 - ensuring that commitments of team members are realistic
 - re-negotiating commitments that are not able to be honoured

- 18 you carry out your allocated and agreed work
- 19 where reviews indicate that changes in working practices would improve the service and/or save resources, you negotiate such changes with all involved

Knowledge and understanding

You need to know and understand:

- 1 legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when developing joint working agreements and practices and reviewing their effectiveness
- 2 knowledge and practice that underpin the holistic person-centred approach which enable you to establish and work jointly in ways that:
 - place the individual's preferences and best interests at the centre of everything you do
 - provide active support for the individuals
 - recognise the uniqueness of individuals and their circumstances
 - empower individuals to take responsibility (as far as they are able and within any restrictions placed upon them), and make and communicate their own decisions about their lives, actions and risks from danger, harm and abuse
- 3 how to manage ethical dilemmas and conflicts between the values, principles and views of joint working group members on how individuals and key people should be treated
- 4 how stereotypical assumptions can affect joint working and ways in which you can minimise your own stereotypical assumptions
- 5 how differing values and perspectives of other agencies and workers affect the possibilities for joint working
- 6 the impact of organisational structure and culture upon the policy and practice of inter-agency working
- 7 how to effectively challenge information, documents, systems, structures, procedures and practices that are discriminatory when establishing joint working agreements and working jointly to provide services
- 8 regulation, codes of practice and conduct relevant to yourself and others codes of practice and conduct, and standards and guidance relevant to your setting and own and the roles, responsibilities, accountability and duties of others when developing joint working agreements and practices and reviewing their effectiveness
- 9 current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection

- health and safety
 - risk assessment and management
 - employment practices
 - protecting individuals from danger, harm and abuse
 - making and dealing with complaints and whistle blowing
 - multi-disciplinary and multi-agency working
 - co-operation, collaboration, and co-ordination of services and service planning between agencies
 - developing joint working agreements and practices,
- 10 key government initiatives which affect the organisational practices when working jointly with other departments, agencies and organisations
 - 11 how to access, evaluate and influence organisational and workplace policies, procedures and systems for joint working
 - 12 how different philosophies, principles, priorities and codes of practice can affect interagency and partnership working
 - 13 policies, practices and procedures of other organisations and workers which affect the opportunities and boundaries of joint work
 - 14 how and where to access literature, information and support to inform your colleague's practice about joint working
 - 15 an up-to-date knowledge of:
 - the literature related to best practice in joint working
 - government reports, inquiries and research relevant to joint working
 - government reports, inquiries and research into serious failures to protect individuals, families, carers and other key people when departments, agencies and organisations have been working jointly
 - 16 theories of:
 - communication and inter-action required for effective joint working
 - collaborative working
 - inter-disciplinary and inter-agency working
 - conflicts and dilemmas
 - stress and how it can affect behaviour
 - power relationships and how these can be used and abused when working jointly
 - 17 the differences between inter-disciplinary, inter-agency and multi-disciplinary and multi-organisational working and how these can affect joint working agreements
 - 18 methods of working jointly to support individuals and key people to:
 - express their wishes, needs and preferences
 - understand and take responsibility for promoting their own health and well-being
 - identify how their care needs should be met

- assessing and managing risks to their health and well-being
- 19 the use of evidence based practice to:
- justify your actions and decisions
 - record and report processes and outcomes of your work
- 20 how the following factors and others relevant to your area of practice could benefit or hinder joint working including: work practice, aims and objectives, management, decision making and resource allocation processes, statutory requirements for reporting and accountability; differing perceptions of the focus or importance of the work or of individuals' needs
- 21 ways of negotiating, gaining agreement for and working within joint working agreements and practices
- 22 concepts of co-operation, collaboration, co-ordination and conflict
- 23 individuals' styles of inter-action and how these can affect joint working
- 24 criteria to be considered when deciding the appropriate level of contact with other departments, agencies and organisations
- 25 why individuals in your own and other organisations need to be informed about changes to established joint working practices