

## SFJ FH1 – SQA Unit Code F2A4 04

Help individuals in custody to maintain and develop relationships



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### Overview

This unit is about working with individuals to help them maintain and develop positive relationships with people inside and outside the custodial environment.

#### There are two elements

- 1 Support individuals in their relationships with those outside the custodial environment
- 2 Support individuals in their relationships with others inside the custodial environment

#### Target Group

This unit applies to staff who provide individuals in the custodial environment with personal support and guidance.

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### Performance criteria

#### Support individuals in their relationships with those outside the custodial environment

*You must be able to:*

- P1 actively encourage individuals to maintain positive relationships with those outside the custodial environment
- P2 ensure that communications from outside the custodial environment are dealt with courteously and relayed to individuals clearly, accurately and promptly
- P3 offer individuals appropriate support to deal with problems in relationships with those outside the custodial environment
- P4 maintain agreed standards of confidentiality at all times
- P5 refer to relevant people when individuals' needs are outside your own area of competence and responsibility

#### Support individuals in their relationships with others inside the custodial environment

*You must be able to:*

- P6 encourage individuals to develop appropriate relationships with others within the custodial environment
- P7 where individuals have problems in communicating and developing relationships with others, you offer appropriate support in ways which maintain their dignity
- P8 where individuals appear to be losing interest in areas outside their immediate environment, you encourage them to discuss areas of interest and refer to relevant people, where appropriate
- P9 where requested, you provide specific assistance in ways which are appropriate to individuals' needs and consistent with your role and responsibilities
- P10 own actions and behaviour are consistent with recognised good anti-discriminatory practice, and support your organisation's values and goals at all times

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### Knowledge and understanding

*You need to know and understand:*

- K1 the principles and processes of effective verbal and non-verbal communication, and how to apply them
- K2 the importance of getting individuals to express their personal feelings and needs, and how to do so
- K3 the range of requests individuals are likely to make in your working context, and how to deal with these
- K4 relevant organisation policy and procedures
- K5 the importance of keeping individuals informed of developments and honouring undertakings, and how to ensure you do so
- K6 the people to refer to when individuals' problems, requests and needs are outside your own area of competence and responsibility
- K7 the reasons why certain problems and requests cannot be addressed within your organisation
- K8 the principle and standards of confidentiality, and how to apply them
- K9 the importance of encouraging individuals to develop and maintain positive relationships with others both inside and outside the custodial environment, and how to do so
- K10 the types of communication which may come from outside the custodial environment, and how to deal with these
- K11 the range of problems individuals may have in their relationships, what sort of support they may require and how to offer this support
- K12 how to offer appropriate support in ways which maintain their dignity to those who have problems in communicating and developing relationships
- K13 the importance of encouraging individuals to maintain their interest in areas outside their immediate environment, and how to do so
- K14 the boundaries of your own role and responsibilities
- K15 how to ensure your actions and behaviour are consistent with good anti-discriminatory practice

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