

SFJ GA6 – SQA Unit Code H55D 04

Develop and manage interviews with clients



Overview

This unit is for you if you are involved with establishing a supportive working relationship with clients and helping them to explain their needs. You will need to be able to make the client feel at ease and also be able to explore any additional information about the client, which may be important in providing appropriate help. You must also be able to recognise when there is a need to take immediate action and follow the appropriate processes for doing so. You may also have to cope with clients who may be abusive or violent and know how to do this safely.

There are three elements

- 1 Enable clients to explore their problems and concerns
- 2 Manage the interview process
- 3 Bring interviews to an end

SFJ GA6 – SQA Unit Code H55D 04

Develop and manage interviews with clients

Performance criteria

Enable clients to explore their problems and concerns

- You must be able to:*
- P1 create an atmosphere and environment in which clients feel comfortable enough to express their problems and concerns
 - P2 clarify if any other service is providing advice and support to client and follow organisational procedures if this is the case
 - P3 identify and recognise clients' circumstances, responsibilities and priorities
 - P4 provide clients with opportunities to explore their issues
 - P5 explore the issues raised by clients to establish their nature and scope
 - P6 summarise clients' issues and check own understanding with client
 - P7 identify any situations where immediate action is required to assist clients and take the appropriate action
 - P8 recognise and follow organisational procedures where the client may be excluded from receiving the service or not eligible to receive the service
 - P9 work within own area of competence
 - P10 comply with all relevant legislation, codes of practice, guidelines and ethical requirements, including potential conflict of interests

Manage the interview process

- You must be able to:*
- P11 provide suitable opportunities for clients to contribute to discussions and sustain the interview
 - P12 encourage clients to provide additional information on their situation or needs
 - P13 respond to clients' immediate needs at each stage during the interview
 - P14 provide suitable indications to reassure clients of continued interest
 - P15 provide responses according to the guidelines and procedures of the organisation
 - P16 identify any signs of increased client stress during interactions and establish their significance
 - P17 identify any problems with maintaining interactions during the interview and take appropriate action to address them
 - P18 ensure that all organisational health and safety and risk-assessment procedures are followed- including risk to self
 - P19 recognise and respond to difficult or challenging clients in a way that sustains the interaction and minimises difficult behaviour or end the interview safely using organisational procedures

Bringing interviews to an end

- You must be able to:*
- P20 provide clear opportunities for clients to signal their desire to end the

SFJ GA6 – SQA Unit Code H55D 04

Develop and manage interviews with clients

interview

- P21 manage effectively any tensions between the time and resources that are available and clients' needs
- P22 assure clients that their decisions will be respected after the interview
- P23 summarise the discussions and the outcomes achieved or agreed and check client's understanding
- P24 follow organisational procedures to end the interview safely if a client becomes abusive or violent
- P25 identify and clarify opportunities for providing further support for clients
- P26 record the interview outcomes and agreed actions in the appropriate systems

SFJ GA6 – SQA Unit Code H55D 04

Develop and manage interviews with clients

Knowledge and understanding

You need to know and understand:

Enable clients to explore their problems and concerns

- K1 the types of atmosphere and environment that are appropriate to different clients
- K2 what situations could make clients feel uncomfortable and how to minimise them
- K3 organisational procedures for when a client is receiving advice and support from another agency and why it is important to establish this
- K4 why it is important to recognise clients' circumstances and priorities
- K5 ways of providing opportunities to the client for exploring issues
- K6 the kinds of issues that might occur and how they should be explored
- K7 ways of establishing the nature and scope of different issues
- K8 how to summarise issues
- K9 the kinds of situations that require immediate action and how to deal with them
- K10 reasons why clients may be excluded from the service and organisational procedures for addressing the situation
- K11 reasons why clients may not be eligible to receive the service

Manage the interview process

You need to know and understand:

- K12 how to provide opportunities for clients to contribute to the interview
- K13 the type of information that should be obtained from clients
- K14 why it is important to respond at regular intervals
- K15 what type of indications of reassurance are appropriate
- K16 organisational guidelines and procedures for providing client responses
- K17 how to recognise the signs of increased stress in clients and what the significance might be
- K18 the types of problem that could occur and how to address them
- K19 why it is important to address problems and the implications of not addressing the problems
- K20 organisational health and safety and risk-assessment procedures relating to different interview procedures
- K21 ways that clients may display difficult or challenging behaviour and ways of minimising this
- K22 organisational procedures for ending interviews with abusive or violent clients
- K23 organisational procedures to adopt when limits of own competence is reached
- K24 the relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection; why it is important to comply with them; and the consequences of non-compliance

SFJ GA6 – SQA Unit Code H55D 04

Develop and manage interviews with clients

Bringing interviews to an end

You need to know and understand:

- K25 how clients might signal their desire to end the interview
- K26 how much time and resources are available for interview
- K27 what type of tensions could emerge with clients
- K28 why it is important to assure clients that their decisions will be respected
- K29 how to summarise interview outcomes and agreed actions
- K30 what further support might be available to clients
- K31 organisational procedures for ending interviews with abusive or violent clients
- K32 organisational systems and procedures for recording interviews, why it is important to use the systems and the consequences of not following them

SFJ GA6 – SQA Unit Code H55D 04

Develop and manage interviews with clients

Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

Enable clients to explore their problems and concerns

questioning
active listening
presenting information
summarising
reviewing/reflecting
prioritising
reviewing
negotiating
decision making
challenging
time management
interviewing

Manage the interview process

questioning
active listening
assertiveness
presenting information
summarising
review/reflecting
prioritising
negotiating
decision making
challenging
time management
assessing risk
interviewing

Bringing interviews to an end

questioning
active listening
presenting information
summarising
review/reflecting
prioritising
negotiating
decision making
challenging
interviewing

SFJ GA6 – SQA Unit Code H55D 04

Develop and manage interviews with clients

time management
assessing risk
recording and storing information

SFJ GA6 – SQA Unit Code H55D 04

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