

H5RX 04 (SFJC JAD3) — Represent One's Own Agency at Other Agencies' Meetings

Overview

Joint working with other agencies is a key aspect of work in the community justice sector. Representation at other agencies' meetings is one way in which joint working may start to take place and it is vital that the worker represents their own agency effectively in such situations.

This Unit focuses on the worker representing their agency at other agencies' meetings through obtaining information and making contributions. The purpose of attending the meetings may be obtain information, ensure that the views of one's own agency and those with whom the agency works are taken into account, or to gather information for use in one's own agency, now or later. The worker and their agency may have been invited to attend or they may have proactively sought involvement at the meetings.

There are two elements:

- 1 Obtain information from other agencies' meetings.
- 2 Make contributions to other agencies' meetings.

Target Group

This Unit is designed to be relevant to any worker who has responsibility for representing their own agency at other agencies' meetings. It is applicable across the community justice sector.

Additional Information

Scope/range related to Performance Criteria

1 Relevant people

- 1.1 people within the worker's agency
- 1.2 other agencies involved in the meeting

2 Tensions and areas of conflict

- 2.1 factual errors
- 2.2 omissions
- 2.3 discriminatory language and content
- 2.4 doubts about the authenticity of information

3 Information on:

- 3.1 the outcomes of the meeting
- 3.2 the nature and process of the meeting
- 3.3 requirements for further work
- 3.4 implications for other work
- 3.5 critical comment and positive feedback

Glossary

In Performance Criterion 4, presentation of self includes their dress, speech and body language.

A106 Monitor the development of policies to promote community justice and social inclusion and present information and recommendations for change.

A107 Promote the values of community justice and social inclusion and seize opportunities to influence policy development A208 Assess, negotiate and secure sources of funding (PALS D1201) A402 Contribute to the development and promotion of the agency and its services (E09) B104 Enable groups, communities and organisations to address issues which affect community safety and social inclusion B105 Plan, implement and evaluate action targeted to address identified problems with community safety and social inclusion.

1. 01 Evaluate and process referrals to provide services to victims, survivors and witnesses D401 Promote employment, training and education opportunities for those who have offended or are likely to offend D403 Negotiate with employers and support them in offering opportunities to individuals who have offended or are likely to offend F403 Develop and sustain effective working relationships with staff in other agencies (E01).

Candidates may wish to use these sources of evidence (for performance and for Knowledge and Understanding): products which they have produced for or from these meetings notes and drafts of these products notes and minutes of meetings evidence from others who worked with the candidate records and correspondence their reflective practice journal workplace projects observation by an assessor who is observing the candidate specifically for assessment purposes verbal or written responses to questions put by an assessor.

Links to other NOS

The following Units are closely related:

- BA3 Promote the values of community justice and social inclusion and seize opportunities to influence policy development
- HF26 Contribute to the development and promotion of the agency and its services
- SfJ AD2 Develop, sustain and evaluate joint work between agencies

Performance Criteria — What you do in your job

You must provide evidence to meet all the 19 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

Obtain information from other agencies' meetings

	Performance Criteria	Evidence Number where this criteria has been met
1	Clarify the nature and purpose of meetings and when they are scheduled to take place.	
2	Confirm with other relevant people the purpose of their attending the meetings and the information which their own agency hopes to obtain.	
3	Prioritise their attendance at meetings within their overall workload and the priority which the agency gives to their attendance.	
4	Identify relevant information during the process of the meeting and record it accurately, legibly and completely.	
5	Confirm the information offered with the people concerned and reflect it back to them for correct interpretation.	
6	Find out further information relevant to their own agency through networking with others who attend the meeting.	
7	Identify any tensions and areas of conflict with others and seek to address them constructively.	
8	Provide accurate, legible and complete written information to relevant people in their own agency following the meeting.	

Make contributions to other agencies' meetings

	Performance Criteria	Evidence Number where this criteria has been met
9	Identify and discuss the issues which may be raised at meetings with relevant people in their own agency prior to the meeting.	
10	Prepare for the meeting to a sufficient level for effective participation.	
11	Present required information clearly, accurately and succinctly and in a manner which is consistent with the formality and nature of the meeting.	
12	Present themselves and interact with others in a manner which promotes the work of the agency and is consistent with the promotion of individuals' rights.	
13	Make timely and appropriate interventions which challenge others when they misinterpret information or are discriminating unfairly.	
14	Seek advice and support from an appropriate person if difficulties arise.	
15	Acknowledge the rights of others to hold alternative views even if they are in disagreement with the worker's and their agency's perspective.	
16	Make constructive comments on the contributions and views of others.	
17	Explain clearly and accurately the nature of, and rationale for, their agency's policies and practices when these are questioned.	
18	Complete records accurately and clearly and store them according to agency requirements.	
19	Feed back to relevant others in their own agency information on the meeting and identify any further action to be taken.	

Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 8 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

Working within the community justice sector

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	The nature of the sector, the nature, roles and functions of the principal agencies within the sector and their structures, functions, methods of communication and decision making processes; how one's own work and work role interacts with others in related agencies and the benefits of working collaboratively — across agencies and across disciplines; how teams and collaborative work evolve overtime and the impact of this on relationships and effective working.	
2	The functions, procedures (eg administration and etiquette) and resources of different meetings; possible meeting outcomes and methods of preparing for these; the different forms of report which are required for different meetings and the importance of effective preparation; how to present one's own case at meetings even when this may not be high on others' agenda; ways of prioritising the key points for presentation at meetings and making sure that they are heard; the value of networking informally around meetings (ie being present when the main work of the meeting is not underway).	
3	Ways of identifying and addressing problems with information.	
4	The ways in which it is necessary to alter communication when working with different individuals and representatives of different agencies.	

Working within the community justice sector (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
5	The specific legislation, guidelines of good practice, charters and service standards which relate to the work being undertaken and the impact of this on the work.	

Working to improve individual practice

6	The nature, extent and boundaries of the worker's work role and its relationship to others.	
7	How the worker has applied the principles of equality, diversity and anti-discriminatory practice to their work.	
8	The worker has evaluated their own competence, determined when further support and expertise are needed and the measures taken to improve own competence in this area of work.	

Assessment Guidance

When planning assessment, candidates should consider how they may best use evidence across a number of units. Evidence from the following units may be particularly relevant to.

A106 Monitor the development of policies to promote community justice and social inclusion and present information and recommendations for change A107 Promote the values of community justice and social inclusion and seize opportunities to influence policy development A208 Assess, negotiate and secure sources of funding (PALS D1201) A402 Contribute to the development and promotion of the agency and its services (E09) B104 Enable groups, communities and organisations to address issues which affect community safety and social inclusion B105 Plan, implement and evaluate action targeted to address identified problems with community safety and social inclusion.

K9 01 Evaluate and process referrals to provide services to victims, survivors and witnesses D401 Promote employment, training and education opportunities for those who have offended or are likely to offend D403 Negotiate with employers and support them in offering opportunities to individuals who have offended or are likely to offend F403 Develop and sustain effective working relationships with staff in other agencies (E01).

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The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

Unit assessed as being complete

Candidate's name	
Candidate's signature	
Date submitted to Assessor as complete	

Assessor's name	
Assessor's signature	
Date assessed complete	

Internal Verification

To be completed in accordance with centre's internal verifier (IV) strategy.

Evidence for this Unit was sampled on the following date/s	Internal verifier's signature	Internal verifier's name

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

Date of admin check	Internal verifier's signature	Internal verifier's name

Unit completion confirmed

Internal verifier's name	
Internal verifier's signature	
Date completed	