

SCDHSC0399 - SQA Code HC5T 04

Maintain effective working relationships with staff in other agencies



Overview

This standard outlines the requirements when you maintain effective working relationships with those working in other agencies. This includes both developing and sustaining effective relationships with staff in other agencies

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Performance criteria

Develop effective working relationships with staff in other agencies

You must be able to:

- P1 demonstrate a clear understanding of the roles and responsibilities of the different people and agencies involved in joint working
- P2 develop with **others** clear action plans for the joint work which include details of its aims, what will happen, who is responsible for doing it and by when
- P3 clarify with the people concerned their role in relation to action plans which are already in existence
- P4 agree arrangements for joint work which are appropriate to the nature and purpose of the work and likely to be effective in establishing and maintaining relationships
- P5 agree with others the confidentiality attached to different types of information and how to balance the risks of sharing or not sharing information
- P6 establish effective methods to monitor and review the progress of the joint work
- P7 challenge attitudes, behaviour and systems which are discriminatory or oppressive
- P8 seek advice and support promptly when you need to discuss aspects of the joint work with those in your own work setting

Sustain effective working relationships with staff in other agencies

You must be able to:

- P9 interact with others in ways which encourage effective relationships, participation, understanding and respect for people's views, roles and responsibilities
- P10 maintain a clear focus on the benefits of joint working
- P11 uphold the views and policies of your own agency, articulating them clearly to others
- P12 agree with the people involved how any tensions arising from joint work will be addressed
- P13 act in a way, and at a level of involvement, which is consistent with your own role and the agreements reached with others
- P14 communicate information only to people who are authorised to have it
- P15 contribute to regular reviews of the effectiveness and efficiency of joint working arrangements
- P16 identify ways in which joint working arrangements could be improved
- P17 use reviews and your own reflections on the benefits and advantages of joint working to develop your own work practice
- P18 complete records accurately and clearly

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- P19 store records according to legal and work setting requirements
- P20 pass on information to appropriate people on how the policies and approaches of your own agency can be improved in the light of joint working

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Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination

Your practice

You need to know and understand:

- K5 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K6 your own background, experiences and beliefs that may have an impact on your practice
- K7 your own roles, responsibilities and accountabilities with their limits and boundaries
- K8 the roles, responsibilities and accountabilities of others with whom you work
- K9 how to access and work to procedures and agreed ways of working
- K10 the prime importance of the interests and well-being of the individual
- K11 how to build trust and rapport in a relationship
- K12 how your power and influence as a worker can impact on relationships
- K13 how to work in partnership with individuals, key people and others
- K14 how to manage ethical conflicts and dilemmas in your work
- K15 how to challenge poor practice
- K16 how and when to seek support in situations beyond your experience and expertise

Personal and professional development

You need to know and understand:

- K17 principles of reflective practice and why it is important

Communication

You need to know and understand:

- K18 methods to promote effective communication and enable

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individuals to communicate their needs, views and preferences

Health and Safety

You need to know and understand:

- K19 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K20 practices for the prevention and control of infection in the context of this standard

Safe-guarding

You need to know and understand:

- K21 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K22 indicators of potential harm or abuse
- K23 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K24 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K25 legal requirements, policies and procedures for the security and confidentiality of information
- K26 legal and work setting requirements for recording information and producing reports
- K27 principles of confidentiality and when to pass on otherwise confidential information

Specific to this NOS

You need to know and understand:

- K28 the nature of the sector in which you are practising, and the nature, roles and functions of the principal agencies within it
- K29 your agency's structures, functions, methods of communication and decision making processes
- K30 models of agency development and how these have been put into action by others, the basis of these models and their meaning for the practice of workers
- K31 any particular factors relating to your agency's policies and practices which affect joint work
- K32 the effect of agency structure and culture upon the policy and practice of joint working
- K33 the actions which are appropriate in terms of resolving conflict and the tensions which might arise between current thinking and agency policy
- K34 principles and benefits of joint working and the importance of

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- reaching agreements about roles and responsibilities and arrangements for decision- making
- K35 methods of identifying and resolving conflict within and between agencies and between individuals
- K36 the factors likely to hinder joint working
- K37 the people who are authorised to have information relating to joint working
- K38 how stereotypical assumptions can affect joint work and examples of how you have minimised these
- K39 methods of assessing the effectiveness of joint working relationships
- K40 methods of evaluating your own competence, determining when further support and expertise are needed and the measures taken to improve your own competence in this area of work

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Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and / or examples of possible contexts in which the NOS may apply: they are not to be regarded as range statements required for achievement of the NOS

Others are people within and outside your organisation who are necessary for you to fulfil your job role

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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 as complete:	

Internal Verification —

to be completed in accordance with centre's IV strategy

Evidence for this Unit was sampled on the following date/s:	IV's Signature	IV's Name

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

Date of admin check	IV's Signature	IV's Name

Unit completion confirmed

IV's Name:	
IV's Signature:	
Date complete:	