

SFJCCBF3.1 - SQA Unit Code HG09 04

Develop and sustain effective working with staff from other agencies



Overview

This unit is about developing and sustaining effective working relationships with staff in other agencies. This includes:

1. Develop effective working with staff in other agencies
2. Sustain effective working with staff in other agencies.

The unit is designed to be applicable to most people who routinely work with people from other agencies.

SFJCCBF3.1 - SQA Unit Code HG09 04

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Performance criteria

Develop effective working with staff in other agencies

You must be able to:

- P1 need to understand the roles and responsibilities of the different people and agencies you will be working with
- P2 agree and record arrangements for joint working that are:
 - P2.1 appropriate to the nature and purpose of the work
 - P2.2 likely to be effective in achieving their aims
- P3 agree the information that needs to be shared, the reasons for this and how to maintain the security of information
- P4 discuss and agree how and when the joint work will be monitored and reviewed

Sustain effective working with staff in other agencies

You must be able to:

- P5 undertake your role in the joint working in a way that is consistent with agreements made, your own job role and relevant policies and standards
- P6 interact with people in the other agency in ways which:
 - P6.1 encourage effective relationships and participation
 - P6.2 respect their views, roles and responsibilities
 - P6.3 promote equality and value diversity
 - P6.4 acknowledge the value of joint working
- P7 represent your agency's views and policies in a clear and constructive way
- P8 identify any tensions and issues in the joint working and seek to address them with the people involved
- P9 seek appropriate support when you are having difficulty working effectively with staff in other agencies

SFJCCBF3.1 - SQA Unit Code HG09 04

Develop and sustain effective working with staff from other agencies

Knowledge and understanding

Develop effective working with staff in other agencies

You need to know and understand:

- K1 the relevant legislation, organisational policies and procedures that apply to joint working and how they must affect what you need to do
- K2 the nature and purpose of the sector
- K3 the roles and functions of the main agencies within the sector and their broad structures, methods of communication and decision making processes
- K4 how agency structure and culture can affect joint working
- K5 the principles and benefits of joint working between different agencies
- K6 the factors likely to hinder joint working (such as stereotyping, discrimination)
- K7 the reasons for reaching agreement on how joint working is to take place when different individuals become involved and in clarifying roles and responsibilities
- K8 your own competence in joint working and when to seek further support

Sustain effective working with staff in other agencies

You need to know and understand:

- K9 the relevant legislation, organisational policies and procedures that apply to joint working and how they must affect what you need to do
- K10 the nature and purpose of the sector
- K11 the roles and functions of the main agencies within the sector and their broad structures, methods of communication and decision making processes
- K12 how agency structure and culture can affect joint working.
- K13 the factors likely to hinder joint working (such as stereotyping, discrimination)
- K14 effective methods of identifying and resolving tensions and issues
- K15 methods of reviewing the effectiveness of joint working relationships
- K16 your own competence in joint working and when to seek further support

SFJCCBF3.1 - SQA Unit Code HG09 04

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Additional Information

Scope/range

Develop effective working with staff in other agencies

Roles and responsibilities of:

1. the worker in the joint working
2. individuals with whom the arrangements are being made
3. other people within the agencies involved in the joint working.

Sustain effective working with staff in other agencies

Undertake your role in the joint working:

1. providing information
2. acting on information received
3. time commitments
4. achieving agreed objectives.

Glossary

In performance criterion P4 (Sustain effective working with staff in other agencies), tensions and issues might relate to: differing views of people and agencies involved in the joint working, resourcing, levels of motivation and commitment, capabilities of those involved, difficulties in communication and information flow, the effect of change and uncertainty on people. The ways that these are addressed might be between the individuals involved or if necessary through the involvement of others. In performance criterion P5, the worker might need to seek support due to their own level of knowledge and skills, or because of issues in the other agency.

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