

Housing National Occupational Standards

H3 22 Support social and personal development needs of individuals

(SQA Unit Code F7DY 04)

Unit Summary

This unit is for you if you support individuals to acquire, retain and develop skills to manage their lives and environment. Individuals are the customers that you are supporting to acquire, retain and develop skills to manage their lives and environment.

Performance Criteria

You must be able to:

- 1 encourage and support individuals to communicate their needs, preferences and beliefs about the skills they require to manage their personal, social, emotional, and environmental circumstances more effectively
- 2 work with others to identify and provide active support for individuals engaged in developing new and existing skills
- 3 work with individuals in ways that positively recognises and builds on their assessed needs, experiences, expertise, and abilities
- 4 provide up-to-date information, appropriate explanations and support to enable individuals to understand their rights and responsibilities
- 5 carry out your work in accordance with prescribed codes of conduct and recognised good practice
- 6 agree appropriate goals with individuals that will enable them to work at their own pace to acquire, regain and retain skills essential to their daily living
- 7 identify and agree the roles and responsibilities of all involved in the development and delivery of support strategies, and ensure that the arrangements are understood by all parties
- 8 modify the support programme in circumstances where individuals respond negatively or wish to stop or amend the activity
- 9 ensure that any risk to individuals is effectively managed
- 10 provide evidence based records and reports to underpin the support programme
- 11 set criteria for evaluating the effectiveness of the activity and methods used
- 12 regularly monitor and review delivery with key people and customers
- 13 refer customers to other appropriate individuals or organisations

when you are unable to meet their needs

- 14 record and report on actions, processes and outcomes, within confidentiality guidelines and according to legal and organisational requirements

Knowledge and Understanding

To be competent, you must know and understand:

- (a) the legal obligations and codes of practice applicable to the scope of your work
- (b) organisational procedures for equality, health & safety, confidentiality and information sharing
- (c) the roles, responsibilities, accountability and duties of others when developing, implementing and reviewing support programmes
- (d) how to work in partnership with individuals and other key people both inside and outside your organisation
- (e) the factors that affect the health, well-being, behaviour, skills, abilities and development of individuals with whom you are working
- (f) specific audit or monitoring requirements that must be complied with in your area of work
- (g) how the customer's short, medium and long-term goals, needs and circumstances affect their choices
- (h) how to set and monitor objectives
- (i) how to enable effective communication and ensure that the views and preferences of others are heard and taken into account
- (j) flexible strategies to ensure that customers are, as far as they are able in practical or legal terms, able to make and communicate their own decisions about the support plan and its implementation
- (k) ways in which the various physical, emotional and health conditions affect the individuals for whom you are developing, implementing and reviewing programmes, and how best to meet their needs
- (l) how to manage dilemmas and conflicts
- (m) the importance of complying with recognised good practice
- (n) risk assessment and management
- (o) the extent and limits of your own competence and expertise and the importance of not working beyond these