
Overview

This standard is about the role that an individual has in contributing to the quality of team working. This is an essential aspect of all jobs in the justice and safer communities sector.

This standard covers the individual contributing to the ongoing work of the team and also the development of the team so that it can improve its effectiveness and respond to changes in legislation, policies and practice.

There are two subheadings:

AC1.1 Contribute to effective team working

AC1.2 Contribute to the development of team working

Target Group

The standard is designed to be applicable to everyone who works in the justice and safer communities sector.

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Contribute to the quality of team working - H55B 04

Performance criteria

You must be able to:

AC1.1 Contribute to effective team working

- P1 act in accordance with relevant legislation, policies, procedures and other quality approaches
- P2 work
 - P2.1 within your own competence
 - P2.2 within levels of responsibility and accountability in the work team and organisation
 - P2.3 as agreed with the team
 - P2.4 in a way that promotes the equality and values the diversity of everyone in the work team
- P3 organise your own work to meet work priorities
- P4 use and maintain resources efficiently and effectively
- P5 act in a way that enables other team members to undertake their work effectively, through:
 - P5.1 communicating effectively
 - P5.2 maintaining good work relationships
 - P5.3 offering support
 - P5.4 acting constructively when there are any issues in the team
 - P5.5 respecting the diversity of the team members and the value this can add
- P6 monitor the quality of work and alert others to quality issues
- P7 work with other team members to evaluate and review the team's work

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Contribute to the quality of team working - H55B 04

Performance criteria

You must be able to:

AC1.2 Contribute to the development of team working

- P1 make constructive suggestions as to how your own work and the work of the team can be improved
- P2 alert the relevant people to any issues in policies and/or procedures which are affecting the effectiveness of services and team working
- P3 discuss and agree with the work team any changes that need to be made and how these will be done, including:
 - P3.1 changes to your own work and/or
 - P3.2 changes to the work of the team
- P4 make agreed changes to own work in a constructive manner and within the agreed timescales
- P5 seek support when you are unsure how to change your own practice.

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Knowledge and understanding

You need to know and understand:

- K1 the relevant legislation, organisational policies and procedures that apply to the work of your team, the overall purpose of your work and the services that you offer
- K2 the nature and limits of your own job and how it relates to the work of others in the team and the wider organisation
- K3 your own knowledge, skills and competence and the limits of these
- K4 the contributions that others make to the overall work of the team and how to value and respect this
- K5 how to organise your own work so that you can do your own work effectively
- K6 how to use the resources for which you have responsibility efficiently and effectively
- K7 the reasons why efficient and effective resource use is important for the effective delivery of services
- K8 the different ways in which you can help other team members to work effectively and make changes in their practice, and why different methods might be appropriate at different times and with different people
- K9 the issues in team working and team practice that are likely to affect the quality of work and how to address these
- K10 the reasons for you taking an active part in evaluating and reviewing the team's work, and contributing to the changes that need to be made
- K11 how the legislation, policies and procedures that apply to your work are changing and how this will affect your own work
- K12 the reasons for you taking an active part in evaluating and reviewing the team's work, and contributing to the changes that need to be made
- K13 how to think about and identify the implications for team practice due to changes in legislation, organisational policies, procedures and structures
- K14 the reasons for seeking appropriate support when you are unsure of how to change your practice
- K15 why it is important for you to offer suggestions on how services can be improved and alert people to issues in policies, organisational procedures and structures

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Contribute to the quality of team working - H55B 04

Scope/range related to performance criteria

The team is used broadly and refers to any group you work within, this could be your own team or any other team you are part of e.g. a specific project team.

In P1, 'relevant legislation, policies and procedures' may relate to a number of different aspects such as:

- accident / incident reporting
- equality and diversity
- employment
- harassment and bullying
- the management of risk.

In P4, resources will include: your own and others' time, equipment, materials, facilities, and finance.

In P6, quality issues might relate to: complaints, gaps, incidents, lack of knowledge and skills, mistakes and errors, poor communication, resourcing, team working, workload (individual and team).

In P7, evaluation and review of the team's work might include: auditing, appraising own and team's practice in the light of research exercises, benchmarking, surveys – staff and user.

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Contribute to the quality of team working - H55B 04

Links to other NOS This standard is designed to underpin all other units as effective team working is an essential component of all actions in the sector.

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Contribute to the quality of team working - H55B 04

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