

H5TE 04 (SCDHSC0399) — 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.

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

Performance Criteria — What you do in your job

You must provide evidence to meet all the 20 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.

Develop effective working relationships with staff in other agencies

	Performance Criteria	Evidence Number where this criteria has been met
1	Demonstrate a clear understanding of the roles and responsibilities of the different people and agencies involved in joint working.	
2	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.	
3	Clarify with the people concerned their role in relation to action plans which are already in existence.	
4	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.	
5	Agree with others the confidentiality attached to different types of information and how to balance the risks of sharing or not sharing information.	
6	Establish effective methods to monitor and review the progress of the joint work.	
7	Challenge attitudes, behaviour and systems which are discriminatory or oppressive.	
8	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

	Performance Criteria	Evidence Number where this criteria has been met
9	Interact with others in ways which encourage effective relationships, participation, understanding and respect for people's views, roles and responsibilities.	
10	Maintain a clear focus on the benefits of joint working.	
11	Uphold the views and policies of your own agency, articulating them clearly to others.	
12	Agree with the people involved how any tensions arising from joint work will be addressed.	
13	Act in a way, and at a level of involvement, which is consistent with your own role and the agreements reached with others.	
14	Communicate information only to people who are authorised to have it.	
15	Contribute to regular reviews of the effectiveness and efficiency of joint working arrangements.	
16	Identify ways in which joint working arrangements could be improved.	
17	Use reviews and your own reflections on the benefits and advantages of joint working to develop your own work practice.	
18	Complete records accurately and clearly.	
19	Store records according to legal and work setting requirements.	
20	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.	

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 40 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.

Rights

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your role in promoting individuals' rights, choices, wellbeing and active participation.	
3	Your duty to report any acts or omissions that could infringe the rights of individuals.	
4	How to deal with and challenge discrimination.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
5	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
6	Your own background, experiences and beliefs that may have an impact on your practice.	
7	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
8	The roles, responsibilities and accountabilities of others with whom you work.	
9	How to access and work to procedures and agreed ways of working.	
10	The prime importance of the interests and wellbeing of the individual.	
11	How to build trust and rapport in a relationship.	
12	How your power and influence as a worker can impact on relationships.	
13	How to work in partnership with individuals, key people and others.	
14	How to manage ethical conflicts and dilemmas in your work.	
15	How to challenge poor practice.	
16	How and when to seek support in situations beyond your experience and expertise.	

Personal and professional development

17	Principles of reflective practice and why it is important.	
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Communication

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
18	Methods to promote effective communication and enable individuals to communicate their needs, views and preferences.	

Health and Safety

19	Your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment.	
20	Practices for the prevention and control of infection in the context of this standard.	

Safe-guarding

21	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
22	Indicators of potential harm or abuse.	
23	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
24	What to do if you have reported concerns but no action is taken to address them.	

Handling information

25	Legal requirements, policies and procedures for the security and confidentiality of information.	
26	Legal and work setting requirements for recording information and producing reports.	
27	Principles of confidentiality and when to pass on otherwise confidential information.	

Knowledge specific to this NOS

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
28	The nature of the sector in which you are practising, and the nature, roles and functions of the principal agencies within it.	
29	Your agency's structures, functions, methods of communication and decision making processes.	
30	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.	
31	Any particular factors relating to your agency's policies and practices which affect joint work.	
32	The effect of agency structure and culture upon the policy and practice of joint working.	
33	The actions which are appropriate in terms of resolving conflict and the tensions which might arise between current thinking and agency policy.	
34	Principles and benefits of joint working and the importance of reaching agreements about roles and responsibilities and arrangements for decision-making.	
35	Methods of identifying and resolving conflict within and between agencies and between individuals.	
36	The factors likely to hinder joint working.	
37	The people who are authorised to have information relating to joint working.	
38	How stereotypical assumptions can affect joint work and examples of how you have minimised these.	
39	Methods of assessing the effectiveness of joint working relationships.	

Knowledge specific to this NOS (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
40	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.	

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	