

H5V1 04 (SCDHSC3123) — Manage your Relationship as an Employee of the Individual You Support

Overview

This standard applies to social care workers and identifies the requirements when you are employed by an individual who directs their own support. The standard includes developing your understanding of self-directed support and clarifying the rights and responsibilities of your employer and yourself. It addresses the need to establish agreed ways of working. The standard also includes carrying out your role as an employee of the individual and working together for continuous improvement.

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.

NOTE: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

The **individual** is the person you support or care for in your work when the person is also your employer.

Key people are those who are important to an individual and who can make a difference to his or her wellbeing. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Others are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

The **responsibilities** of an employer will include those relating to employment law, health and safety, payment and tax.

Risks take account of the likelihood of a hazard occurring and may include the possibility of danger, damage or destruction to the environment and goods; the possibility of injury and harm to people.

To work **safely** will include consideration of requirements for health and safety and protection/safeguarding.

Scope/range related to Knowledge and Understanding

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.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals

may include: adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse.

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 21 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 your understanding of self-directed support

	Performance Criteria	Evidence Number where this criteria has been met
1	Access sources of information about self-directed support and its potential benefits to individuals.	
2	Clarify your understanding of the links between self-directed support and different types of funding for individualised services.	
3	Clarify your understanding of the values that underpin self-directed support and must inform your work as an employee of the individual .	
4	Seek out a source of on-going support to enable you to continue developing your understanding of your work as an employee of the individual.	

Clarify rights and responsibilities within self-directed support

5	Support the individual to access sources of information and advice about their responsibilities as employers, where necessary.	
6	Work with the individual to clarify the rights and responsibilities that you and they have within the working relationship.	
7	Clarify with the individual the limits of the working relationship between you, including professional boundaries and your duty of care towards the individual.	

Establish shared understanding on ways of working

	Performance Criteria	Evidence Number where this criteria has been met
8	Confirm with the individual the type and level of support you are required to provide in order to meet the individual's preferences and needs.	
9	Establish shared understanding of how risks will be managed.	
10	Identify preferred systems for recording or reporting information to each other, key people and others .	
11	Agree with the individual how decisions affecting your work will be made and how any conflicts will be resolved.	
12	Clarify with the individual any external standards to which you must work.	
13	Establish how your work will be monitored and reviewed.	
14	Agree with the individual how you will access formal or informal supervision and support.	

Work as an employee of the individual

15	Work with the individual to ensure you receive training and development needed to enable you to carry out your work safely .	
16	Implement agreed ways of working when you carry out your responsibilities.	
17	Ensure your actions are always consistent with your role as an employee of the individual.	

Review your working relationship as an employee of the individual

	Performance Criteria	Evidence Number where this criteria has been met
18	Participate in agreed systems for monitoring your work.	
19	Use agreed supervision and support mechanisms to help you reflect on your practice and your relationship with the individual.	
20	Work with the individual and key people to identify where the working relationship is productive and where there may be difficulties or areas for improvement.	
21	Implement changes needed to enhance your work and your relationship as an employee of the individual.	

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 38 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.	
5	The rights that individuals have to make complaints and be supported to do so.	

Your practice

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
6	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
7	Your own background, experiences and beliefs that may have an impact on your practice.	
8	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
9	The roles, responsibilities and accountabilities of others with whom you work.	
10	How to access and work to procedures and agreed ways of working.	
11	The meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual.	
12	The prime importance of the interests and wellbeing of the individual.	
13	The individual's cultural and language context.	
14	How to build trust and rapport in a relationship.	
15	How your power and influence as a worker can impact on relationships.	
16	How to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences.	
17	How to work in partnership with individuals, key people and others.	
18	How to manage ethical conflicts and dilemmas in your work.	
19	How to challenge poor practice.	

Your practice (cont)

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
20	How and when to seek support in situations beyond your experience and expertise.	

Theory

21	The nature and impact of factors that may affect the health, wellbeing and development of individuals you care for or support.	
22	Theories underpinning our understanding of human development and factors that affect it	

Personal and professional development

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

24	Factors that can affect communication and language skills and their development in children, young people adults.	
25	Methods to promote effective communication and enable individuals to communicate their needs, views and preferences.	

Health and Safety

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

Safe-guarding

	Knowledge and Understanding <i>You need to know and understand:</i>	Evidence Number where this knowledge point has been met
28	The responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices.	
29	Indicators of potential harm or abuse.	
30	How and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties.	
31	What to do if you have reported concerns but no action is taken to address them.	

Handling information

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

Knowledge specific to this NOS

35	Sources of information and advice about self-directed support and the rights and responsibilities of employers and employees.	
36	The values underpinning self-directed support.	
37	Funding mechanisms for health and social care and how they relate to self-directed support.	
38	Health and safety hazards to consider when working alone.	

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	