
Overview

This standard is about establishing a supportive working relationship with clients and helping them to explain their needs in interviews. You will need to be able to make clients feel at ease and also be able to explore any additional information about clients, which may be important in providing appropriate help. You must also be able to recognise when there is a need to take immediate action and follow appropriate processes for doing so. You may also have to cope with clients who are abusive or violent and must know how to do this safely.

There are three elements

- 1 Enable clients to explore their problems and concerns
- 2 Manage interview processes
- 3 Bring interviews to an end

**Performance
criteria**

Enable clients to explore their problems and concerns

- You must be able to:
- P1 create an environment where clients feel comfortable to express their problems and concerns
 - P2 establish with clients whether other services provide them with advice and support, and:
 - P2.1 address any related issues in line organisational procedures
 - P3 identify clients circumstances, responsibilities and priorities in line with organisational requirements
 - P4 provide clients with opportunities to explore their issues in line with their needs
 - P5 establish the nature and scope of issues raised by clients in line with information provided
 - P6 summarise clients' issues in line with their requirements, and:
 - P6.1 check your understanding
 - P7 identify situations where immediate action is required to assist clients in line with their needs and:
 - P7.1 take appropriate action in line with organisational requirements
 - P8 identify where clients may be excluded from receiving services in line with organisational requirements

Manage interview processes

- You must be able to:
- P9 provide suitable opportunities for clients to contribute to discussions in interviews in line with organisational requirements
 - P10 encourage clients to provide additional information in line with their situation or needs
 - P11 respond to clients at each stage during interviews in line with their immediate needs
 - P12 provide suitable feedback to reassure clients of continued attention during interviews
 - P13 provide reassurance to clients when they display signs of increased stress during interviews
 - P14 identify problems with maintaining interactions during interviews, and:

- P14.1 take appropriate action to address problems
- P15 follow organisational health and safety and risk-assessment procedures when managing interviews
- P16 respond to difficult or challenging clients in line with organisational requirements, and in ways that:
 - P16.1 sustain interviews
 - P16.2 minimise difficult behaviour
- P17 end interviews safely in line with organisational requirements

Bring interviews to an end

- You must be able to:
- P18 provide opportunities for clients to end interviews in line with their needs
 - P19 manage tensions between time, resources and clients' needs
 - P20 provide assurance to clients that their decisions will be respected after interviews
 - P21 summarise discussions and outcomes of interviews in line with clients' requirements, and:
 - P21.1 check client's understanding
 - P22 identify opportunities for providing further support to clients in line with organisational requirements
 - P23 record interview outcomes and agreed actions in line with organisational requirements

Knowledge and understanding

You need to know and understand:

- K1 the types of atmosphere and environment that are appropriate to different clients
- K2 what situations could make clients feel uncomfortable and how to minimise them
- K3 organisational procedures for when clients are receiving advice and support from another agency and why it is important to establish this
- K4 why it is important to recognise clients' circumstances and priorities
- K5 ways of providing opportunities to clients for exploring issues
- K6 issues that may occur and how they should be explored
- K7 ways of establishing the nature and scope of different issues
- K8 how to summarise issues
- K9 situations that require immediate action and how to deal with them
- K10 reasons why clients may be excluded from services and organisational procedures for addressing this
- K11 reasons why clients may not be eligible to receive services
- K12 how to provide opportunities for clients to contribute to interviews
- K13 the type of information that should be obtained from clients
- K14 why it is important to respond to clients at regular intervals
- K15 what type of indications of reassurance are appropriate for clients
- K16 organisational guidelines and procedures for providing client responses
- K17 how to recognise the signs of increased stress in clients and what the significance of this may be
- K18 types of problems that could occur and how to address them
- K19 why it is important to address problems
- K20 organisational health and safety and risk-assessment procedures related to different interview procedures
- K21 ways that clients may display difficult or challenging behaviour and ways of minimising this
- K22 organisational procedures for ending interviews with abusive or violent clients
- K23 the relevant national, local, professional and organisational requirements relating to:

- K23.1 equal opportunities
- K23.2 discrimination
- K23.3 health and safety
- K23.4 security
- K23.5 confidentiality
- K23.6 data protection
- K23.7 conflicts of interest
- K24 the importance of complying with national, local, professional and organisational requirements
- K25 how clients might signal their desire to end interviews
- K26 how much time and resources are available for interviews
- K27 types of tensions that could emerge with clients
- K28 why it is important to assure clients their decisions will be respected
- K29 how to summarise interview outcomes and agreed actions
- K30 what further support might be available to clients
- K31 organisational procedures for ending interviews with abusive or violent clients
- K32 organisational systems and procedures for recording referrals and why it is important to follow them

Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

- 1 questioning
- 2 active listening
- 3 presenting information
- 4 summarising
- 5 reviewing/reflecting
- 6 prioritising
- 7 negotiating
- 8 decision making
- 9 challenging
- 10 time management
- 11 interviewing
- 12 assessing risk
- 13 assertiveness
- 14 recording and storing information

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