

DK66 04 (HSC399) Develop and sustain effective working relationships with staff in other agencies

Elements of competence

HSC399.1	Develop effective working relationships with staff in other agencies
HSC399.2	Sustain effective working relationships with staff in other agencies

About this Unit

For this Unit you need to develop and sustain effective working relationships with staff in other agencies. This involves acknowledging and respecting the different perspectives which others may bring and collaborating with them effectively to the benefit of the service user. The agencies concerned may be within the mental health sector and/or from other sectors such as the police, probation, prisons, youth justice, housing youth and community, education. The unit applies to workers involved in joint working with staff in other agencies, whether this is within formal partnership arrangements or informally and ad hoc. The unit is designed specifically for those who are **not** expected to set up effective working agreements from scratch (covered in workforce competences MH79 and unit HSC3100) but are expected to contribute to optimising the value of them. You will need to ensure that practice reflects up to date information and policies.

Scope

The scope is here to give you guidance on possible areas to be covered in this Unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Action plans: short-term and one-off; long term.

Agreements about: roles and responsibilities; timescales; sharing and confidentiality of information.

Roles and responsibilities of: yourself in the joint working relationship; others in your agency; other agencies directly involved; other agencies contributing to, but not directly involved in, the joint working.

Tensions arising from: differing views of people and agencies involved in the joint working; resourcing; levels of motivation and commitment; capabilities of those involved; difficulties in communication; the effect of change and uncertainty on people.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit – please see details overleaf.

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SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT
Simulation:
<ul style="list-style-type: none">• Simulation is NOT permitted for any part of this unit.
The following forms of evidence ARE mandatory:
<ul style="list-style-type: none">• Direct Observation: Your assessor or an expert witness must observe you in real work activities which provide a significant amount of the performance criteria for both elements in this unit. You could be observed, for example working out collaborative work plans at a meeting – or organising meetings with colleagues from other agencies.• Reflective Account/professional discussion: These will be a description of your practice in particular situations where you work with professional colleagues from a range of agencies relevant to your work role.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<ul style="list-style-type: none">• Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice.• Expert Witness: A designated expert witness may provide direct observation of practice, questioning, professional discussion and feedback on reflective accounts. An Expert Witness for this Unit, might be someone from an agency which provides particular expertise your own agency needs.• Witness testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or service user.• Products: These can be action plans, minutes of meetings, reviews and agreements, diary evidence of day to day practice. You need not put confidential records in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If you do include them in your portfolio they should be anonymised to ensure confidentiality.
GENERAL GUIDANCE
<ul style="list-style-type: none">• Prior to commencing this unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.• Evidence must be provided for ALL of the performance criteria ALL of the knowledge and the parts of the scope that are relevant to your job role.• The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Care Sector. This will include the National Service Standards for your areas of work and the individuals you care for.• All evidence must relate to your own work practice.

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KNOWLEDGE SPECIFICATION FOR THIS UNIT

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the ‘knowledge evidence’ section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Values	
1 How you have applied the principles of equality, diversity and anti-discriminatory practice to your work.	
Legislation and organisational policy and procedures	
2 The specific UK legislation which relates to the work being undertaken – both for the context and the individual – and the impact of this on the work.	
3 The nature of the sector in which you are practising, and the nature, roles and functions of the principal agencies within it.	
4 Your agency’s structures, functions, methods of communication and decision making processes.	
5 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.	
6 Any particular factors relating to your agency’s policies and practices, which have affected the work undertaken.	
7 The effect of agency structure and culture upon the policy and practice of joint working.	
8 The actions which are appropriate in terms of resolving conflict and the tensions which might arise, between current thinking and agency policy.	
Theory and practice	
9 Principles and benefits of joint working and the importance of reaching agreements about roles and responsibilities and arrangements for decision-making.	
10 Methods of identifying and resolving conflict within and between agencies and between individuals.	
11 The factors likely to hinder joint working.	
12 How stereotypical assumptions can affect joint work and examples of how you have minimised these.	
13 Methods of assessing the effectiveness of joint working relationships.	
14 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.	

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HSC399.1 Develop effective working relationships with staff in other agencies

Performance criteria		DO	RA	EW	Q	P	WT
		1	You are clear about the roles and responsibilities of the different people and agencies involved in the joint working.				
2	You develop with others clear action plans for the joint work which include details of: (a) its aims (b) what will happen (c) who is responsible for doing it (d) by when						
3	You clarify with the people concerned their role in relation to action plans which are already in existence.						
4	You agree arrangements for joint work which are: (a) appropriate to the nature and purpose of the work (b) likely to be effective in establishing and maintaining relationships						
5	You agree with others the confidentiality attached to different types of information and how to balance the risks of sharing or not sharing information.						
6	You establish effective methods to monitor and review the progress of the joint work.						
7	You challenge attitudes, behaviour and systems which are discriminatory or oppressive.						
8	You seek advice and support promptly when team discussion and supervision are appropriate.						
9	You complete records accurately and clearly and store them according to agency requirements.						
10	You communicate information to people who are authorised to have it.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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HSC399.2 Sustain effective working relationships with staff in other agencies

Performance criteria		DO	RA	EW	Q	P	WT
		1	You interact with others in ways which: (a) encourage effective relationships and participation (b) respect people's roles and responsibilities				
2	You identify the benefits and advantages of joint working and use these constructively in developing your own work practice.						
3	You identify any tensions with the people involved and agree how they will be addressed.						
4	You respect the views of others and maintain a clear focus on the benefits of joint working.						
5	You articulate and defend the views of your agency and its policies.						
6	You act in a way, and at a level of involvement, which is consistent with the agreements reached with others and your own role.						
7	You contribute to regular reviews of the effectiveness and efficiency of joint working arrangements, and identify ways in which the arrangements could be improved.						
8	You recommend to the appropriate people, how the policies and approaches of your own agency can be improved in the light of the joint working.						
9	You complete records accurately and clearly and store them according to agency requirements.						
10	You communicate information to people who are authorised to have it.						

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To be completed by the Candidate

I SUBMIT THIS AS A COMPLETE UNIT

Candidate's name:

Candidate's signature:

Date:

To be completed by the Assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.

Assessor's name:

Assessor's signature:

Date:

Assessor/Internal Verifier Feedback

To be completed by the Internal Verifier if applicable

This section only needs to be completed if the Unit is sampled by the Internal Verifier

Internal Verifier's name:

Internal Verifier's signature:

Date: