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| 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 |

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| **Performance criteria**  You must be able to:  You must be able to: | Develop effective working relationships with staff in other agencies   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   1. interact with others in ways which encourage effective relationships, participation, understanding and respect for people's views, roles and responsibilities 2. maintain a clear focus on the benefits of joint working 3. uphold the views and policies of your own agency, articulating them clearly to others 4. agree with the people involved how any tensions arising from joint work will be addressed 5. act in a way, and at a level of involvement, which is consistent with your own role and the agreements reached with others 6. communicate information only to people who are authorised to have it 7. contribute to regular reviews of the effectiveness and efficiency of joint working arrangements 8. identify ways in which joint working arrangements could be improved 9. use reviews and your own reflections on the benefits and advantages of joint working to develop your own work practice 10. complete records accurately and clearly 11. store records according to legal and work setting requirements 12. 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 |

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| Knowledge and understanding  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand:  You need to know and understand: | **Rights**   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**   1. legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard 2. your own background, experiences and beliefs that may have an impact on your practice 3. your own roles, responsibilities and accountabilities with their limits and boundaries 4. the roles, responsibilities and accountabilities of others with whom you work 5. how to access and work to procedures and agreed ways of working 6. the prime importance of the interests and well-being of the individual 7. how to build trust and rapport in a relationship 8. how your power and influence as a worker can impact on relationships 9. how to work in partnership with individuals, key people and others 10. how to manage ethical conflicts and dilemmas in your work 11. how to challenge poor practice 12. how and when to seek support in situations beyond your experience and expertise   **Personal and professional development**   1. principles of reflective practice and why it is important   **Communication**   1. methods to promote effective communication and enable individuals to communicate their needs, views and preferences   **Health and Safety**   1. your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment 2. practices for the prevention and control of infection in the context of this standard   **Safe-guarding**   1. the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices 2. indicators of potential harm or abuse 3. how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties 4. what to do if you have reported concerns but no action is taken to address them   **Handling information**   1. legal requirements, policies and procedures for the security and confidentiality of information 2. legal and work setting requirements for recording information and producing reports 3. principles of confidentiality and when to pass on otherwise confidential information   Specific to this NOS   1. the nature of the sector in which you are practising, and the nature, roles and functions of the principal agencies within it 2. your agency's structures, functions, methods of communication and decision making processes 3. 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 4. any particular factors relating to your agency's policies and practices which affect joint work 5. the effect of agency structure and culture upon the policy and practice of joint working 6. the actions which are appropriate in terms of resolving conflict and the tensions which might arise between current thinking and agency policy 7. principles and benefits of joint working and the importance of reaching agreements about roles and responsibilities and arrangements for decision- making 8. methods of identifying and resolving conflict within and between agencies and between individuals 9. the factors likely to hinder joint working 10. the people who are authorised to have information relating to joint working 11. how stereotypical assumptions can affect joint work and examples of how you have minimised these 12. methods of assessing the effectiveness of joint working relationships 13. 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 |

**Additional Information**

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| 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 |

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| 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 |

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| **Developed by** | Skills for Care & Development |
| **Version number** | 1 |
| Date approved | March 2012 |
| Indicative review date | August 2014 |
| Validity | Current |
| Status | Original |
| Originating organisation | Skills for Care & Development |
| Original URN | HSC 399 |
| Relevant occupations | Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services |
| Suite | Health and Social Care |
| Key words | joint, working, agreements |