

## SFJCJAD3

# Represent one's own agency at other agencies' meetings



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### Overview

Joint working with other agencies is a key aspect of work in the community justice sector. Representation at other agencies' meetings is one way in which joint working may start to take place and it is vital that the worker represents their own agency effectively in such situations.

This unit focuses on the worker representing their agency at other agencies' meetings through obtaining information and making contributions. The purpose of attending the meetings may be to obtain information, ensure that the views of one's own agency and those with whom the agency works are taken into account, or to gather information for use in one's own agency, now or later. The worker and their agency may have been invited to attend or they may have proactively sought involvement at the meetings.

#### **There are two elements**

- 1 Obtain information from other agencies' meetings
- 2 Make contributions to other agencies' meetings

#### **Target Group**

This unit is designed to be relevant to any worker who has responsibility for representing their own agency at other agencies' meetings. It is applicable across the community justice sector.

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### Performance criteria

#### Obtain information from other agencies' meetings

*You must be able to:*

- P1 clarify the nature and purpose of meetings and when they are scheduled to take place
- P2 confirm with other **relevant people** the purpose of their attending the meetings and the information which their own agency hopes to obtain
- P3 prioritise their attendance at meetings within their overall workload and the priority which the agency gives to their attendance
- P4 identify relevant information during the process of the meeting and record it accurately, legibly and completely
- P5 confirm the information offered with the people concerned and reflect it back to them for correct interpretation
- P6 find out further information relevant to their own agency through networking with others who attend the meeting
- P7 identify any **tensions and areas of conflict** with others and seek to address them constructively
- P8 provide accurate, legible and complete written information to **relevant people** in their own agency following the meeting

#### Make contributions to other agencies' meetings

*You must be able to:*

- P9 identify and discuss the issues which may be raised at meetings with relevant people in their own agency prior to the meeting
- P10 prepare for the meeting to a sufficient level for effective participation
- P11 present required **information** clearly, accurately and succinctly and in a manner which is consistent with the formality and nature of the meeting
- P12 present themselves and interact with others in a manner which promotes the work of the agency and is consistent with the promotion of individuals' rights
- P13 make timely and appropriate interventions which challenge others when they misinterpret **information** or are discriminating unfairly
- P14 seek advice and support from an appropriate person if difficulties arise
- P15 acknowledge the rights of others to hold alternative views even if they are in disagreement with the worker's and their agency's perspective
- P16 make constructive comments on the contributions and views of others
- P17 explain clearly and accurately the nature of, and rationale for, their agency's policies and practices when these are questioned
- P18 complete records accurately and clearly and store them according to agency requirements
- P19 feed back to relevant others in their own agency **information** on the meeting and identify any further action to be taken

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### Knowledge and understanding

*You need to know and understand:*

#### Working within the community justice sector

- K1 the nature of the sector, the nature, roles and functions of the principal agencies within the sector and their structures, functions, methods of communication and decision making processes; how one's own work and work role interacts with others in related agencies and the benefits of working collaboratively – across agencies and across disciplines; how teams and collaborative work evolve overtime and the impact of this on relationships and effective working
- K2 the functions, procedures (e.g. administration and etiquette) and resources of different meetings; possible meeting outcomes and methods of preparing for these; the different forms of report which are required for different meetings and the importance of effective preparation; how to present one's own case at meetings even when this may not be high on others' agenda; ways of prioritising the key points for presentation at meetings and making sure that they are heard; the value of networking informally around meetings (i.e. being present when the main work of the meeting is not underway)
- K3 ways of identifying and addressing problems with information
- K4 the ways in which it is necessary to alter communication when working with different individuals and representatives of different agencies
- K5 the specific legislation, guidelines of good practice, charters and service standards which relate to the work being undertaken and the impact of this on the work

#### Working to improve individual practice

*You need to know and understand:*

- K6 the nature, extent and boundaries of the worker's work role and its relationship to others
- K7 how the worker has applied the principles of equality, diversity and anti-discriminatory practice to their work
- K8 the worker has evaluated their own competence, determined when further support and expertise are needed and the measures taken to improve own competence in this area of work

#### Assessment Guidance

*You need to know and understand:*

When planning assessment, candidates should consider how they may best use evidence across a number of units. Evidence from the following units may be particularly relevant to

- A106 Monitor the development of policies to promote community justice and social inclusion and present information and recommendations for change
- A107 Promote the values of community justice and social inclusion and

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seize opportunities to influence policy developmentA208 Assess, negotiate and secure sources of funding (PALS D1201)A402 Contribute to the development and promotion of the agency and its services (E09)B104 Enable groups, communities and organisations to address issues which affect community safety and social inclusionB105 Plan, implement and evaluate action targeted to address identified problems with community safety and social inclusion

K9 01 Evaluate and process referrals to provide services to victims, survivors and witnessesD401 Promote employment, training and education opportunities for those who have offended or are likely to offendD403 Negotiate with employers and support them in offering opportunities to individuals who have offended or are likely to offendF403 Develop and sustain effective working relationships with staff in other agencies (E01)

Candidates may wish to use these sources of evidence (for performance and for knowledge and understanding):

products which they have produced for or from these meetings notes and drafts of these products notes and minutes of meetings evidence from others who worked with the candidate records and correspondence their reflective practice journal workplace projects observation by an assessor who is observing the candidate specifically for assessment purposes verbal or written responses to questions put by an assessor

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#### Additional Information

#### Scope/range related to performance criteria

1. **Relevant people**
  - 1.1. people within the worker's agency
  - 1.2. other agencies involved in the meeting
2. **Tensions and areas of conflict**
  - 2.1. factual errors
  - 2.2. omissions
  - 2.3. discriminatory language and content
  - 2.4. doubts about the authenticity of information
3. **Information on**
  - 3.1. the outcomes of the meeting
  - 3.2. the nature and process of the meeting
  - 3.3. requirements for further work
  - 3.4. implications for other work
  - 3.5. critical comment and positive feedback

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### Glossary

In performance criterion 4, presentation of self includes their dress, speech and body language.

A106 Monitor the development of policies to promote community justice and social inclusion and present information and recommendations for change  
A107 Promote the values of community justice and social inclusion and seize opportunities to influence policy development  
A208 Assess, negotiate and secure sources of funding (PALS D1201)  
A402 Contribute to the development and promotion of the agency and its services (E09)  
B104 Enable groups, communities and organisations to address issues which affect community safety and social inclusion  
B105 Plan, implement and evaluate action targeted to address identified problems with community safety and social inclusion

1. 01 Evaluate and process referrals to provide services to victims, survivors and witnesses  
D401 Promote employment, training and education opportunities for those who have offended or are likely to offend  
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products which they have produced for or from these meetings  
notes and drafts of these products  
notes and minutes of meetings  
evidence from others who worked with the candidate  
records and correspondence  
their reflective practice journal  
workplace projects  
observation by an assessor who is observing the candidate specifically for assessment purposes  
verbal or written responses to questions put by an assessor.

### Links to other NOS

The following units are closely related:

BA3 Promote the values of community justice and social inclusion and seize opportunities to influence policy development  
HF26 Contribute to the development and promotion of the agency and its services  
SfJ AD2 Develop, sustain and evaluate joint work between agencies

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**Relevant occupations** Public Services; Public Service and Other Associate Professionals

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**Suite** Community Justice

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**Key words** Interagency, multi-agency, joint, meeting

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