

HSC241 Contribute to the effectiveness of teams (Level 2)

Elements of Competence

HSC241a Agree and carry out your role and responsibilities within the team

HSC241b Participate effectively as a team member

About this unit

For this unit you need to be able to participate effectively as a member of a team.

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.

Team: work team, a multi disciplinary team, broader multi agency team.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice applicable to your job, your work activities, the job you are doing (e.g. domiciliary, residential care, hospital settings) and the individuals you are working with.

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement¹, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. They can be found in the principles of care unit HSC24. To achieve this unit you must demonstrate that you have applied the principles of care outlined in unit HSC24 in your practice and through your knowledge.

¹ The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

Key Words and Concepts

This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Behaviour	Actions and communications by a person
Others	Are other people within and outside your organisation that are necessary for you to fulfil your job role
Rights	The rights that individuals have to: <ul style="list-style-type: none">• be respected• be treated equally and not be discriminated against• be treated as an individual• be treated in a dignified way• privacy• be protected from danger and harm• be cared for in a way they choose• access information about themselves• communicate using their preferred methods of communication and language
Team	A group of people working together for a specific purpose

HSC242a Agree and carry out your role and responsibilities within the team

Performance Criteria

You need to show that,

1. you review information and seek advice about the **team**, its objectives and its purpose
2. you work with others within the team to identify, agree and clarify:
 - your role and responsibilities
 - the roles and responsibilities of **others**
 - how your role and responsibilities contribute to the overall objectives and purpose of the team
 - how you can and should contribute to team activities, objectives and purposes
3. you carry out your agreed role and responsibilities within the team
4. you evaluate and use feedback from others constructively, to enable you to carry out your role and responsibilities within the team more effectively
5. you agree, seek support and take responsibility for any development and learning that will enable you to carry out your role and responsibilities within the team more effectively

HSC242b Participate effectively as a team member

Performance Criteria

You need to show that,

1. you inform other members of the team of your activities
2. your **behaviour** to others in the team supports the effective functioning of the team
3. you accept and use suggestions and information offered by others constructively to improve your practice within the team
4. you offer supportive and constructive assistance to team members
5. you complete your commitments to other team members effectively and according to overall work priorities
6. when you cannot complete any commitments with timescales specified you immediately inform appropriate team members
7. you present suggestions and offer ideas and information to benefit team members and improve team working
8. you deal with differences of opinion and conflicts constructively and in ways which respects other team members' points of view
9. where you experience problems in working effectively with other team members, you seek appropriate advice and guidance

Knowledge Specification for the whole of 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 show that you know, understand and can apply in practice:

Values

1. legal and organisational requirements on equality, diversity, discrimination and **rights** when working in teams

Legislation and organisational policy and procedures

2. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others when working in teams to support individuals
3. current local, UK and European legislation, and organisational requirements, procedures and practices for:
 - accessing records
 - recording, reporting, confidentiality and sharing information, including data protection
 - team working
4. how to access up-to-date copies of the organisation's workplace policies, procedures and systems, and practice and service standards related to team working

Theory and practice

5. principles that underpin effective team working
6. individuals' styles of interaction and how these can affect team working
7. barriers to developing relationships within the team and how these can be overcome
8. problems which may be encountered when relating to and interacting with other team members and how these can best be handled
9. your own strengths and weaknesses as an individual worker and as a team member
10. development and learning opportunities available to support you in team working and activities