

## **HSC3121      Contribute to promoting the effectiveness of teams (Level 3)**

### **Elements of Competence**

- HSC3121a**    Contribute to developing effective team practice
- HSC3121b**    Support team members to contribute to and fully participate in the team activities
- HSC3121c**    Work within the team to promote its effectiveness

### **About this unit**

For this unit you need to work in and lead teams providing health and social care services for individuals.

### **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.

**Communicate** using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

**Key people:** family; friends; carers; others with whom the individual has a supportive relationship.

**Information and advice** could refer to feedback; action plans; ideas; objectives.

**Issues** could be: changes; difficulties.

**Team members** include members in: your work team; multidisciplinary teams; multi agency teams.

Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (e.g. whether you have responsibility to support the work of others); the individuals and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.

### **Values underpinning the whole of the unit**

The values underpinning this unit have been derived from the key purpose statement<sup>1</sup>, 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. If you are working with children and young people they can be found in the principles of care unit HSC34. If you are working with adults they can be found in HSC35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit HSC34 or HSC35 in your practice and through your knowledge.

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<sup>1</sup> 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.**

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### **Active support**

Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence

### **Individuals**

The actual people requiring health and care services. Where individuals use advocates to enable them to express their views, wishes or feelings and to speak on their behalf the term individual within this standard covers the individual and their advocate or interpreter

### **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:

- 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**

### **members**

The workers team, the multidisciplinary team, and the broader multi agency team

## **HSC3121a** Contribute to developing effective team practice

### **Performance Criteria**

You need to show that,

1. you acknowledge and take account of team member's views and opinions
2. you communicate constructively, fairly and inclusively with team members
3. you give accurate information to team members
4. you ensure that other team members are aware of your activities, providing sufficient information to enable other team members to take over from you
5. you identify and encourage good team practice
6. you support effective group dynamics, handling team issues and conflicts constructively
7. you report issues that you cannot resolve to the appropriate people
8. you ensure that working practices are carried out as agreed by the team
9. you record and implement changes to working practices agreed by the team

## **HSC3121b** Support team members to contribute to and fully participate in the team activities

### **Performance Criteria**

You need to show that,

1. you praise team members when they have undertaken team activities effectively
2. you identify and help team members that need support
3. you challenge abusive, aggressive and discriminatory actions and remarks, explaining to team members the problems they may cause
4. you ensure that any interventions with team members are handled appropriately and sensitively
5. you offer appropriate support and encouragement to team members who are undertaking new and difficult tasks
6. you offer sensitive and constructive advice and help to team members
7. you offer information and advice to people in a more senior position, in a manner that is consistent with your role, and recognises the sensitivities of the situation
8. you share information which would be of benefit to **others**, within confidentiality agreements and according to legal and organisational requirements

## **HSC3121c** Work within the team to promote its effectiveness

### **Performance Criteria**

You need to show that,

1. you identify your own development needs for team working
2. you identify with team members:
  - your own roles and responsibilities
  - the roles and responsibilities of other team members
  - activities to be carried out by yourself and others
  - how the activities of all members will contribute to meeting the aims, objectives, outcomes and purpose of the team
3. you organise and carry out your agreed activities effectively
4. you take into account the needs of the team, the service and the provision when considering your personal development needs
5. you evaluate your contribution to the team and accept constructive criticism, positively
6. you reflect on how effectively you deal with conflicts, seeking support where conflicts are not within your competence and responsibility to deal with
7. you keep effective, accurate and up-to-date records within confidentiality agreements and according to legal and organisational requirements
8. you contribute to developing a team culture in which people can trust and rely on you

## 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, **rights**, confidentiality and sharing of information
2. how to ensure that you protect the rights and the interests of individuals, taking account of any limitations on the individual's rights
3. dilemmas between:
  - the individual's rights and their responsibilities for their own care and protection
  - the individual's wishes, preferences and needs and how these can and are being met
  - your own values and those of the individual and key people
  - your values and those of others within and outside your organisation
  - the individual's rights and the rights of key people
4. methods that are effective:
  - in promoting equality and diversity
  - when dealing with and challenging discrimination
5. how to challenge discriminatory practice with the team

### Legislation and organisational policy and procedures

6. regulation, codes of practice and conduct that apply to you and others for whom you are responsible
7. legislation on:
  - data protection
  - access to personal information
  - disclosure of information
  - dealing with complaints
  - health and safety
  - protection of individuals from danger, harm and abuse
  - recording, reporting, storage, security and sharing of information
8. standards and guidance relevant to the areas of work for which you are responsible
9. your own role, responsibilities, accountability and duties for team working and development
10. the roles and responsibilities of others with whom you work from within and outside your organisation relating to team working and development
11. your organisation's policies, procedures and guidance on contributing to

promoting the effectiveness of teams

### **Theory and practice**

12. how and where to access information and support that can inform your practice about team working
13. government reports, inquiries and research on multi disciplinary and multi agency team working
14. theories relevant to the individuals with whom you work, about
  - underpinning effective team working and management
  - leadership and effective leadership styles for team working within health and social care setting
  - communication techniques that are effective in promoting effective team working and management
  - power and how it can be used and abused within teams
15. the types of team working that is used in health and social care and how the teams differ in structure, purpose and constitution
16. conditions and issues you are likely to face in your work within teams
17. how to motivate team members to work effectively as a team
18. the best ways to provide constructive information, feedback and advice that focus on the work of team members
19. how to give constructive feedback to the team and the contribution of this to learning and development within the team and its members
20. how to work with, and resolve conflicts that you are likely to meet when working in teams
21. the range of interactive styles that individuals have and how these may affect ongoing work within the team
22. your role in relation to others in the work team and how it may grow and develop and the potential obstacles to personal development
23. the purpose of agreeing changes in team working with the team as a whole and the reason for individuals taking responsibility for team decision
24. the reason you should take responsibility for your own development and effectively review your own performance progress in team membership and management
25. the effects which work priorities have on team members and how to offer help and support to team members in busy and stressful times
26. different problems that can emerge when working within a team and the actions to take in such situations
27. how to select, structure and provide clear written information and advice in a form which is suitable for team members