

**HSC353 Interact with individuals using telecommunications
(Level 3)**

Elements of Competence

- HSC353a** Establish interactions with individuals using telecommunications
- HSC353b** Sustain interactions with individuals using telecommunications
- HSC353c** End interactions with individuals using telecommunications

About this unit

For this unit you need to receive, sustain and conclude telephone contacts as part of a substance misuse service. You will establish initial contact on the telephone, develop and sustain the contact to address the caller's requirements and bringing the telephone contact to a conclusion.

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.

This is Drugs and Alcohol National Occupational Standard (DANOS) AA5.

HSC353a Establish interactions with individuals using telecommunications

Performance Criteria

You need to show that,

1. you respond to individuals promptly according to organisational policies
2. you respond to individuals in a way that encourages them to remain connected to the service
3. you identify any constraints on individuals and the circumstances in which the interaction is being made
4. you provide information about the service and confirm its appropriateness to the individual
5. you encourage individuals to share their concerns and to focus on their requirements
6. you assess whether there is any risk or dangers facing the individual, and take appropriate action to deal with it
7. you identify any problems with maintaining the interaction and take appropriate action to address them
8. you comply with all relevant legislation, codes of practice, guidelines, and ethical requirements.

HSC353b Sustain interactions with individuals using telecommunications

Performance Criteria

You need to show that,

1. you recognise the nature of the interaction with individuals
2. you provide suitable opportunities for individuals to sustain the interaction
3. you encourage individuals to provide additional information on their situation or requirements
4. you respond to individuals' immediate requirements at each stage during the interaction
5. you provide suitable indications to reassure individuals of continued interest
6. you provide responses according to the guidelines and procedures of your organisation
7. you identify any signs of increased stress during interactions and establish their significance
8. you identify any problems with maintaining interactions and take appropriate action to address them.

HSC353c End interactions with individuals using telecommunications

Performance Criteria

You need to show that,

1. you provide clear information on the requirement to end the interaction

2. you agree with individuals on further actions that could be taken
3. you end interactions according to the guidelines and procedures of your organisation
4. you identify situations where it would be dangerous or disadvantageous to the interest of the individual to terminate the interaction
5. you take the appropriate action to resolve dangerous situations
6. you ensure the anonymity of individuals, self, and colleagues is maintained according to the procedures of the service
7. you record details of interactions in the appropriate systems

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. the rights of individuals with whom you come into contact

Legislation and organisational policy and procedures

2. legal and organisational requirements and policy requirements relevant to the functions being carried out
3. what are the relevant national, local, professional, and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection
4. why it is important to comply with different requirements
5. how to obtain information on the requirements
6. what are the procedures of the organisation in relation to anonymity
7. what are the systems for recording interactions
8. why it is important to use the systems
9. what are the procedures relating to the use of the systems the range of substance misuse services offered by your organisation or other organisations

Theory and practice

Establish interactions with individuals using telecommunications

10. what are the procedures for welcoming individuals
11. how to welcome different individuals
12. how to use different types of telecommunication technology
13. how to encourage individuals to stay connected
14. what type of constraints individuals might face
15. what are the potential circumstances of the individuals
16. what information about the service should be provided
17. who can be assisted by the service
18. how to encourage individuals without face to face interaction
19. what type of risks or dangers might different individuals face
20. what action should be taken to deal with different risks or dangers
21. what are the types of problem that could occur with maintaining interaction
22. what actions can be taken to address them
23. why it is important to address problems

Sustain interactions with individuals using telecommunications

24. what type of interactions occur
 25. how to detect which type of interaction is occurring
 26. what opportunities should be made available to individuals to sustain the interaction
 27. what type of information should be obtained
 28. why it is important to respond at regular intervals
 29. why it is important to provide individuals with opportunities to speak without interruption
 30. how to use the anonymity of individuals to assist them to speak
 31. what are the guidelines and procedures of your organisation
 32. what are the signs of increased stress in individuals
 33. what is the significance of any signs of stress
 34. what are the types of problem that could occur
 35. what actions can be taken to address them
 36. why it is important to address problems
 37. the specific needs of individuals who are substance users, and how to meet these needs
 38. the range of behaviours that can be expected from substance users, and how to deal with these
 39. how to communicate with individuals who are intoxicated
 40. how to communicate with individuals who have cognitive impairments or mental health issues
 41. the risks substance misuse may pose to individuals and how to minimise these risks
 42. how to recognise when an individual has overdosed and how to deal with the situation
 43. the risks substance misuse may pose to others, how to assess and minimise these risks
 44. the substance misuse jargon/terminology, commonly used
 45. the continuum of substance use from recreational to problematic
 46. the continuum of approaches to working with substance misuse from abstinence to harm reduction
 47. the availability of substance misuse services in the local area
 48. the characteristics of substance misuse services in the local area
- ### End interactions with individuals using telecommunications
49. when should interactions be ended
 50. what are the reasons for ending an interaction
 51. what further actions could be taken
 52. what situations are dangerous
 53. who could be in danger
 54. what actions should be taken to resolve dangerous situations
 55. why it is important to maintain anonymity