

HSC399 Develop and sustain effective working relationships with staff in other agencies (Level 3)

Elements of Competence

HSC399a Develop effective working relationships with staff in other agencies

HSC399b Sustain effective working relationships with staff in other agencies

About this unit

For this you need to develop and sustain effective working relationships with staff in other agencies. This involves acknowledging and respecting the different perspectives which others may bring and collaborating with them effectively to the benefit of the service user.

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.

Action plans: short-term and one-off; long term.

Agreements about: roles and responsibilities; timescales; sharing and confidentiality of information.

Roles and responsibilities of: yourself in the joint working relationship; others in your agency; other agencies directly involved; other agencies contributing to, but not directly involved in, the joint working.

Tensions arising from: differing views of people and agencies involved in the joint working; resourcing; levels of motivation and commitment; capabilities of those involved; difficulties in communication; the effect of change and uncertainty on people.

This is Mental Health standard N3.

HSC399a Develop effective working relationships with staff in other agencies

Performance Criteria

You need to show that,

1. you are clear about the roles and responsibilities of the different people and agencies involved in the joint working
2. you 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
 - by when
3. you clarify with the people concerned their role in relation to action plans which are already in existence
4. you agree arrangements for joint work which are
 - appropriate to the nature and purpose of the work
 - likely to be effective in establishing and maintaining relationships
5. you agree with others the confidentiality attached to different types of information and how to balance the risks of sharing or not sharing information
6. you establish effective methods to monitor and review the progress of the joint work
7. you challenge attitudes, behaviour and systems which are discriminatory or oppressive
8. you seek advice and support promptly when team discussion and supervision are appropriate
9. you complete records accurately and clearly and store them according to agency requirements
10. you communicate information to people who are authorised to have it.

HSC399b Sustain effective working relationships with staff in other agencies

Performance Criteria

You need to show that,

1. you interact with others in ways which:
 - encourage effective relationships and participation
 - respect people's roles and responsibilities
2. you identify the benefits and advantages of joint working and use these constructively in developing your own work practice
3. you identify any tensions with the people involved and agree how they will be addressed
4. you respect the views of others and maintain a clear focus on the benefits of joint working

5. you articulate and defend the views of your own agency and its policies
6. you act in a way, and at a level of involvement, which is consistent with the agreements reached with others and your own role
7. you contribute to regular reviews of the effectiveness and efficiency of joint working arrangements and identify ways in which the arrangements could be improved
8. you recommend to the appropriate people how the policies and approaches of your own agency can be improved in the light of the joint working
9. you complete records accurately and clearly and store them according to agency requirements
10. you communicate information to people who are authorised to have it

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. how you have applied the principles of equality, diversity and anti-discriminatory practice to your work

Legislation and organisational policy and procedures

2. the specific legislation (national and European) which relates to the work being undertaken - both the context and the individual - and the impact of this on the work
3. the nature of the sector in which you are practising, and the nature, roles and functions of the principal agencies within it
4. your agency's structures, functions, methods of communication and decision making processes
5. 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
6. any particular factors relating to your agency's policies and practices which have affected the work undertaken
7. the effect of agency structure and culture upon the policy and practice of joint working
8. the actions which are appropriate in terms of resolving conflict and the tensions which might arise between current thinking and agency policy

Theory and practice

9. principles and benefits of joint working and the importance of reaching agreements about roles and responsibilities and arrangements for decision-making
10. methods of identifying and resolving conflict within and between agencies and between individuals
11. the factors likely to hinder joint working
12. how stereotypical assumptions can affect joint work and examples of how you have minimised these
13. methods of assessing the effectiveness of joint working relationships
14. 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

