

ASTH325

Work within appropriate boundaries with customers



Overview

This standard is about working directly with customers who may have additional needs, as well as working with their carers and families. Customers with additional needs could include those with mental health needs, learning disabilities, physical disabilities or those needing specialist support. Customers could be of any age and in all settings and situations.

The term 'customer' is used in this standard to denote that the customers concerned are service users or clients rather than other practitioners or others with whom you might have a working relationship.

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Performance criteria

- You must be able to:*
- P1 fully explore and acknowledge the customer's and your own expectations and understanding of contact with customers, their family and friends
 - P2 take the necessary action promptly in situations which require immediate action
 - P3 establish and maintain a productive dialogue with customers, their family or friends
 - P4 check the customer's understanding of discussions in a manner which is sensitive and appropriate to their needs
 - P5 deal with challenging behaviour in a way which is sensitive to the customer, sustains your own role and is within organisational and legislative requirements
 - P6 clearly outline the purpose and nature of continuing contact and agree this with customers
 - P7 negotiate the frequency and method of your contact with customers consistent with the your role, organisation and legislative requirements, with customers who are free to make such agreements
 - P8 provide the level of emotional support sufficient to meet those needs which provide the focus for contact with the customer
 - P9 actively encourage and support customers in expressing their perspectives, needs, wishes, values and feelings towards yourself and your organisation
 - P10 maintain the level and type of contact appropriate to the customer's needs and that meets agreements made with the customer
 - P11 clearly and accurately summarise the outcomes of work achieved with customers and significant others and compare these with original agreements and purposes
 - P12 offer the customer support to access services provided by other practitioners or organisations

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Knowledge and understanding

You need to know and understand:

- K1 how customer and situation specific legislation, guidelines, policies and procedures inform and guide the establishment of a relationship between the customer, the worker and the organisation
- K2 how the rights and duties within legislation and judicial frameworks influence sustaining and developing a relationship between the customer, worker and organisation
- K3 the limits and boundaries to your duties, responsibilities and power and why it is important to explain these to the customer
- K4 the customer's rights and how these should inform and influence the formation of a relationship between the customer and yourself
- K5 why it is important to encourage customers to express their perspectives, values and feelings
- K6 why it is important to review the initial and any subsequent agreement and outcomes with the customer and provide customers with positive feedback on their achievements
- K7 methods of establishing contact which are likely to maximise productive engagement with customers and minimise unproductive intervention
- K8 how to deal with difficult and challenging behaviour
- K9 how to sustain and develop working relationships as goals and expectations change
- K10 how to explore feelings and perceptions which affect the maintenance of a working relationship
- K11 the potential resources and support systems available in the local community and customers' network
- K12 complaints and appeals procedures which customers can utilise
- K13 ways in which feelings of anger and frustration can be displaced from their original source to those in authority and how you can deal with this e.g. reflecting back
- K14 reasons why the customer's initial expectations of the working relationship may not be realised and how you can overcome the customer's feelings of 'being let down'
- K15 how customers can develop dependency on the relationship, the impact of disengaging in these situations and how you can facilitate the process
- K16 ways of recognising feelings of anger and loss and helping customers to deal with them constructively
- K17 how to review working relationships with customers
- K18 how to evaluate objectives, achievements and shortfalls with customers, families and friends
- K19 how to empower customers to make effective working relationships in the future

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Developed by	Asset Skills
Version number	2
Date approved	January 2012
Indicative review date	January 2017
Validity	Current
Status	Original
Originating organisation	Asset Skills
Original URN	ASTH325
Relevant occupations	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Officer
Suite	Housing
Key words	Customers; carers; families; additional needs; settings; situations
