

## Provide support for practitioners

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### Overview

This standard is about providing support for practitioners. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by welfare professionals and others.

The standard is about agreeing to support other practitioners, promoting the effective practice of practitioners and how to deliver support sessions to them.

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**Performance criteria**

You must be able to:

1. explore purpose and boundaries of support for practitioners in line with organisational requirements
2. check that supervision of specific practitioners is appropriate
3. review methods for providing support to practitioners in line with organisational requirements
4. identify potential improvements that could be made during support sessions
5. identify constraints and issues to be covered in support sessions
6. agree procedures and limits relating to exchange of information and confidentiality
7. clarify options for resolving issues relating to support of practitioners
8. agree support arrangements with practitioners in line with their needs
9. agree when to review support with practitioners in line with organisational requirements
10. assist practitioners to identify and work within the limits of their competence
11. support practitioners and services to monitor the effectiveness of work with clients
12. intervene, when necessary, in order to maintain practitioners' effectiveness in line with organisational requirements
13. provide practitioners with regular feedback on their performance in line with organisational requirements
14. support practitioners to manage any tensions between work and personal issues in line with their needs
15. take action to resolve issues identified in line with organisational requirements
16. comply with all relevant legal, professional, and organisational requirements and guidelines when providing support for practitioners
17. support practitioners to reflect on their practice and issues that affect their practice in line with their needs
18. help practitioners to identify specific requirements for support or development in line with their needs
19. record support agreements and session outcomes in line with organisational requirements

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**Knowledge and understanding**

You need to know and understand:

1. the importance of complying with relevant legal, professional and organisational requirements and guidelines
2. legislation, codes of practice, organisational policies and procedures in relation to job role/activities undertaken
3. the adaptation of communication styles to suit the needs of practitioners
4. support that can be provided to practitioners, purpose and boundaries of support and who should be supported when
5. methods available for support, how to review them and when support should be reviewed
6. options for resolving issues and their relative effectiveness
7. how to reach agreements with practitioners
8. limits of practitioners competence and authority
9. your role and responsibilities and that of others
10. how practitioners monitor work with clients and criteria used for measuring effectiveness
11. when to intervene to maintain practitioner effectiveness and how to intervene
12. when to provide feedback to practitioners and how to provide constructive feedback
13. tensions that can arise between work and personal issues and your involvement in resolving these
14. issues requiring immediate attention and actions to take to resolve issues
15. how to obtain information on requirements
16. constraints that could affect support sessions
17. issues that should be covered in support sessions
18. how practitioners can reflect on their practice and the importance of them doing so
19. how to assess the effectiveness of practitioners work
20. specific support requirements for practitioners and available options for meeting requirements
21. how to offer the appropriate support to practitioners and when to review support sessions
22. improvements that could be made to support sessions
23. recording requirements of your organisation, including how to store recorded information securely

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