

SCDCCLD0423

Lead multi-agency working arrangements in childcare settings



Overview

This standard identifies the requirements when leading multi-agency working arrangements in childcare settings, including establishing protocols for sharing information and maintaining positive working relationships with other agencies.

Performance criteria

Establish and maintain productive working relationships with others

You must be able to:

- P1 establish the agencies that you need to work with to meet service objectives
- P2 make contact with **others** within agencies
- P3 clarify roles, responsibilities and accountability with other agencies
- P4 recognise the values, ethos and purpose of other agencies
- P5 recognise the professional codes of practice or professional standards that apply to professionals within other agencies
- P6 work in ways that respect the roles and responsibilities, codes of practice and professional responsibilities of others
- P7 work in ways that respect the different skills and expertise of others
- P8 establish the purpose of working in partnership with other agencies
- P9 establish governance arrangements for partnership work with other agencies
- P10 agree shared outcomes of working in partnership
- P11 agree the roles and responsibilities of each agency for carrying out actions to achieve agreed outcomes
- P12 work with others to monitor and review the achievement of actions and outcomes
- P13 take action where there are difficulties in achieving actions or outcomes
- P14 manage conflicts of interest and disagreements with others in ways that promote positive outcomes
- P15 facilitate contact between other agencies and those within own **work setting**
- P16 support others in own work setting to resolve any conflicts or disagreements with other agencies
- P17 work with others to evaluate the effectiveness of partnerships with agencies against service objectives
- P18 work with others to identify areas of best practice and areas for improvement in partnership working
- P19 work with others to develop an action plan to improve partnership working

Share information with other agencies

You must be able to:

- P20 establish **protocols** for sharing information with other agencies within legal and work setting requirements
- P21 agree protocols with individual **families** and **children** accessing the service provision for sharing information with other agencies
- P22 work with individual families and children to review arrangements on

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- sharing information with other agencies
- P23 pass on information to other agencies in accordance with agreed protocols and work setting requirements
- P24 support others to pass on information to other agencies in accordance with agreed protocols and work setting requirements
- P25 receive and store information from other agencies in line with legal and work setting requirements ensuring that security and confidentiality is maintained
- P26 ensure that others receive and store information from other agencies according to legal and work setting requirements

Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting children and young people's rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of children and young people
- K4 how to deal with and challenge discrimination
- K5 the rights that key people, children and young people have to make complaints and be supported to do so
- K6 conflicts and dilemmas that may arise in relation to rights and responsibilities and how to address them

Your practice

You need to know and understand:

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each child and young person as an individual
- K13 the prime importance of the interests and well-being of children and young people
- K14 the child and young person's cultural and language context
- K15 how to build trust and rapport in relationships with others, key people and children and young people
- K16 how your power and influence as a worker can impact on relationships
- K17 how to work in ways that promote active participation and maintain children and young people's dignity, respect, personal beliefs and preferences
- K18 how to work in partnership with children and young people, key people and others
- K19 how to manage ethical conflicts and dilemmas in your work

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| K20 | how to challenge poor practice |
| K21 | how and when to seek support in situations beyond your experience and expertise |

Theory for practice

You need to know and understand:

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| K22 | the nature and impact of factors that may affect the health, wellbeing and development of children and young people you care for or support |
| K23 | factors that promote positive health and wellbeing of children and young people |
| K24 | theories underpinning our understanding of child development and learning, and factors that affect it |
| K25 | theories about attachment and its impact on children and young people |

Communication

You need to know and understand:

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| K26 | factors that can affect communication and language skills and their development in children and young people |
| K27 | methods to promote effective communication and enable children and young people to communicate their needs, views and preferences |

Personal and professional development

You need to know and understand:

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| K28 | principles of reflective practice and why it is important |
| K29 | your role in developing the professional knowledge and practice of others |
| K30 | how to use and promote evidence based practice |

Health and Safety

You need to know and understand:

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| K31 | legal and statutory requirements for health and safety |
| K32 | your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment |
| K33 | practices for the prevention and control of infection |

Safeguarding

You need to know and understand:

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| K34 | legislation and national policy relating to the safe-guarding and protection of children and young people |
| K35 | the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices |

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- K36 indicators of potential harm or abuse
 - K37 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
 - K38 what to do if you have reported concerns but no action is taken to address them
 - K39 local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

Handling information

You need to know and understand:

- K40 legal requirements, policies and procedures for the security and confidentiality of information
- K41 legal and work setting requirements for recording information and producing reports
- K42 principles of confidentiality and when to pass on otherwise confidential information
- K43 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K44 how and where ICT can and should be used for communicating, recording and reporting

Multi-disciplinary working

You need to know and understand:

- K45 the purpose of working with other professionals and agencies
- K46 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

Leading practice

You need to know and understand:

- K47 theories about leadership
- K48 standards of practice, service standards and guidance relating to the work setting
- K49 national and local initiatives to promote the well-being of children and young people
- K50 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K51 methods of supporting others to work with and support children and young people, key people and others
- K52 how to contribute to the development of systems, practices, policies and procedures
- K53 techniques for problem solving and innovative thinking

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Risk management

You need to know and understand:

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| K54 | principles of risk assessment and risk management |
| K55 | principles of positive risk-taking |

Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

The use of the terms 'child' or 'children' in this standard may refer to your work on an individual or group basis.

Note: Where a child or young person finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates to represent the views and best interests of the child or young person.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Children are those with whom you are working, except where otherwise stated
Families includes parents (mothers and fathers) and carers and extended and chosen families who contribute significantly to the well-being of babies, children or young people and who may or may not have legal responsibility

Others are your colleagues and other professionals whose work contributes to the child or young person's well-being and who enable you to carry out your role

Protocols may include: access to information, data protection, confidentiality, safeguarding, the use of assessment frameworks and integrated children's systems, storage

The **work setting** may be in someone's home, within an organisation's premises, in the premises of another organisation, out in the community

Scope/range related to knowledge and understanding

All knowledge statements must be applied in the context of this standard.

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Factors that may affect the health, wellbeing and development may include: family circumstances; folic acid during pregnancy; a healthy diet; positive mental health; physical health; strong social networks; supportive family structure; adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; foetal alcohol syndrome; harm or abuse; injury; learning disability; medical conditions (chronic or acute); physical disability; poverty; profound or complex needs; sensory needs; social deprivation; and substance misuse

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- To be treated as an individual
- To be treated equally and not be discriminated against
- To be respected
- To have privacy
- To be treated in a dignified way
- To be protected from danger and harm
- To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- To communicate using their preferred methods of communication and language
- To access information about themselves

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