

SFHGEN120

Establish with groups, communities and organisations their interests, concerns and priorities and enable them to identify acceptable representation



Overview

The standard covers the role of the practitioner in establishing the interests and concerns of groups, communities and organisations, helping them to prioritise, to identify when representation is required and to identify acceptable representation to meet their needs. This standard applies to any practitioner who represents, groups, communities and organisations when they are not able to do so themselves. Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 communicate with and make approaches to groups communities and organisations in a manner which encourages their informed choice and their right to determine their own issues and agendas
- P2 enable groups, communities and organisations to identify and prioritise their own interests and concerns
- P3 identify, with those concerned, issues on which, and situations where, representation may be required
- P4 actively encourage and support groups, communities and organisations to speak and act on their own behalf when it is possible for them to do so
- P5 encourage groups, communities and organisations to explore how their needs might be represented effectively and who may be able to do this
- P6 accurately assess the level of expertise required to effectively represent the groups, communities and organisations concerned
- P7 make known, to those whose interest are being represented, sources of representation and agree and facilitate procedures for making contact
- P8 obtain additional support when the level of expertise and resources required is beyond that which you can deliver
- P9 encourage groups, communications and organisations to identify when there might be better ways of their needs being represented
- P10 encourage those involved to explore the issues openly during the consideration of alternative solutions to representation
- P11 offer constructive suggestions for how the representation may be changed in a manner which is accepting of the group's, community's or organisation's rights to consider and choose alternative options
- P12 enable groups, communities and organisations to decide how alternative solutions can best be put into practice
- P13 offer the appropriate support to groups, communities and organisations to enable them to secure alternative solutions to representation
- P14 confirm for accuracy your own understanding of the information provided by the group, community or organisation in preparation for representation and make corrections where it has been wrongly interpreted
- P15 constantly reformulate and recheck information to confirm your understanding of the group's, community's or organisation's wishes as the process proceeds and guide the actions which should be taken

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Knowledge and understanding

You need to know and understand:

- K1 legislation relating to representation and advocacy
- K2 the advantages and disadvantages of you acting as a representative on behalf of the group, community or organisation
- K3 how to determine the long and short term effects of representation and your responsibility for doing this
- K4 the conflicting interests which might arise between the group's interest, your role and your employing agency
- K5 the conflicting interests which may arise during representation
- K6 how to handle conflicting interests effectively in different contexts
- K7 how to recognise and be open about conflicts of interest and the purpose of so doing
- K8 how your behaviour may empower or disempower people
- K9 effective methods of empowering people in decision making
- K10 how to translate issues from your own agency into the wider community or organisational setting
- K11 how to take forward and promote views and issues within the agency in which you work which may run counter to the prevailing wisdom
- K12 those issues and settings where representation may be appropriate
- K13 other sources of representation which may be available and how they might be accessed
- K14 the impact of representation on confidentiality and individual's rights
- K15 the circumstances when it might be necessary to breach the duty of confidentiality
- K16 the ways in which confidentiality on information can best be handled when another person needs to become involved
- K17 when it may be necessary to involve others in discussions and how this can best be done from theirs' and the groups' viewpoints
- K18 the information which may be needed by different people and their rights to receive it
- K19 effective methods of working with groups, communities and organisations to encourage effective communication and their informed choice
- K20 what is meant by informed choice and your role in promoting this
- K21 the purpose of having a full and frank discussion with people about the representation; how to do this effectively and the areas which it is

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necessary to explore

- K22 how to enable groups, communities and organisations to identify their own interests and concerns effectively
- K23 the purpose of checking and reclarifying information and how to do this so that there is a sound basis for moving forward
- K24 how to assess the level of expertise and resources which is necessary to represent groups and communities effectively
- K25 how to assess realistically your own level of expertise and resources and determine whether or not you can act as the representative in that situation; the risks of not being realistic about your own expertise and resources to act and the impact of acting as a representative on your other work commitments
- K26 the balance of time which needs to be spent between working with the organisation, community and group and that which will be spent actually representing them
- K27 how to empower groups, communities and organisations to speak for themselves and to seek access to those places and settings where decisions are made
- K28 how to open up access and opportunities for the organisation, community or group to speak on their own behalf and/or be involved at all key stages
- K29 methods of opening up decision making forums and political processes to communities, groups and organisations
- K30 the methods which you need to use to involve the organisation, community or group at the necessary points; how such involvement may lead to the development of the organisation, community or group
- K31 the purpose of consulting the organisation, community or group over matters of concern and how to judge these effectively
- K32 those situations and actions which might be inappropriate for you to undertake and how these can be discussed and negotiated with the organisation, community or group
- K33 the different ways of approaching the problems which may arise
- K34 the different ways in which representation can be monitored by different people to determine its effectiveness
- K35 methods of assessing outcomes of representation against its agreed goals
- K36 how the assessment can be viewed as objectively as possible
- K37 methods of encouraging groups and the individuals within them to communicate their true feelings about the representation and offering

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- constructive feedback
- K38 the appropriate methods of evaluation in differing circumstances
- K39 why support in evaluating the effects of representation may be necessary and where this may be obtained from
- K40 how to enable groups, communities and organisations to reset goals and change the scope and nature of the representation
- K41 your role in evaluating the effectiveness of the representation and how this is a key part in the process of the organisation, community or group evaluating its effectiveness
- K42 the purpose of seeking advice from others when events have not gone as planned
- K43 necessary records for your employing agency on the representation and the evaluation of its effectiveness
- K44 the purpose of you evaluating the effectiveness of the representation for yourself and for your employing agency
- K45 how to encourage people to think creatively about other ways in which their views may be represented and to see that this is justifiable
- K46 the range of people who may be available to represent the group, community and organisation, including themselves
- K47 how to operate with organisations, communities and groups in a manner which encourages openness and frankness and means that they do not feel obliged to carry on using you as their representative
- K48 the ways in which people may need to be helped to think how they may put into practice alternative solutions and the different forms of support which may be offered

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

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