

SFHGEN124

Lead the development of inter-agency services for addressing health and wellbeing needs



Overview

This standard covers supporting and leading the development teams of people involved in delivering inter-agency services. It covers planning, negotiation and agreeing work plans with both service users and providers.

This standard applies to those who are responsible for developing inter-agency services for addressing health and wellbeing needs. It assumes that the person has management responsibility for the inter-agency services. 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 identify the benefits which collaborative working will bring to:
 - P1.1 the health and wellbeing of the population concerned
 - P1.2 the agencies and individuals involved
 - P1.3 the quality, quantity and effectiveness of services provided
- P2 work with relevant people to identify and agree:
 - P2.1 the target group for the inter-agency services
 - P2.2 the needs, context and culture of the target group
 - P2.3 the focus and purpose of inter-agency services
 - P2.4 clear aims and objectives for the services
 - P2.5 relevant targets and performance indicators
 - P2.6 the role and responsibilities of the different people and agencies involved in delivering the services
 - P2.7 the evidence base for the work
 - P2.8 the skills and skill mix needed to effectively deliver the services
 - P2.9 recording and information systems and requirements, including confidentiality issues
 - P2.10 the effective allocation of human, financial and capital resources
- P3 ensure that agreements on inter-agency services meet statutory requirements and achieve the best balance between the needs, values and interests of service users and agencies involved, and the resources available
- P4 revise agreements, following discussion and agreement with relevant people, when there are significant changes in circumstances
- P5 reach agreement with relevant people about the strength and nature of direction needed
- P6 produce clear and succinct information to direct or guide actions and review and update the information in discussion with relevant people
- P7 provide those involved with clear and focussed briefings on:
 - P7.1 agencies' and individuals' roles and responsibilities and their relationship to others
 - P7.2 the expectations for the services as a whole and their contribution to targets and performance indicators

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Knowledge and understanding

You need to know and understand:

- K1 the nature, roles and functions of the principal agencies within the health sector
- K2 the nature, aims, objectives, values, policies and systems of your own agency and how these differ from other agencies with whom you work
- K3 how your own work and work role interacts with others in related agencies
- K4 the contribution that your own and other agencies can and do make to promoting health and wellbeing
- K5 how to develop and sustain effective working relationships with people
- K6 how to communicate effectively with staff in other agencies to promote understanding, goodwill and co-operation
- K7 the benefits and costs of multi-agency working
- K8 how teams and collaborative working evolve over time and the impact of this on relationships and effective working
- K9 how to evaluate the effectiveness of inter-agency working openly and honestly
- K10 how to end collaborative working relationships once their purpose has been served
- K11 the legislation, standards, codes of practice and protocols which relate to the work being undertaken and the context in which it takes place
- K12 strategies to use in negotiating agreements regarding resources and work allocation for inter-agency services
- K13 methods of communicating with, motivating and supporting those involved to meet service requirements
- K14 the purpose of providing information on the inter-relationships between different agencies and roles in inter-agency work
- K15 ways in which you and others can provide support, development opportunities and information on the work required to staff
- K16 the range and use of standards, protocols and guidelines that can be used to both support people as they work and also control the activities which they undertake
- K17 why it is important to give and receive constructive feedback to improve future performance
- K18 how monitoring and evaluation should be built into the planning of services to enable sufficient and relevant information to be collected
- K19 the value of different perspectives in evaluation and how they can be encouraged

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- K20 methods of analysing information and feedback to identify quality issues and potential solutions
- K21 principles of quality assurance, quality assurance strategies and systems and how to adapt and apply them
- K22 how to present conclusions and recommendations to people so that they are likely to be influenced and change their practice
- K23 how to influence people beyond your direct line of responsibility

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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: G5 Services and project management

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