

SFHPHS25

Manage services that are aimed at improving health and wellbeing



Overview

This standard covers managing services that are aimed at improving health and wellbeing.

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 effectively monitor performance and resource use and take the appropriate actions when there are issues
- P2 give teams and individuals opportunities to monitor and assess their own performance against objectives and work plans
- P3 provide constructive feedback on team and individual performance against objectives, acknowledging achievements, respecting confidentiality and addressing poor performance
- P4 monitor interactions between individuals and groups taking speedy action to challenge discrimination, behaviour targeted at individuals and behaviour which undermines the effectiveness of team working
- P5 regularly review progress and reschedule activities to help achieve planned
- P6 make sure that self and work teams
 - P6.1 record information accurately and consistently with the promotion of rights and of equality and diversity
 - P6.2 record information so that it distinguishes between facts and opinions and contains only the information necessary for the record's purpose
 - P6.3 handle and store information securely consistent with organisational and legislative requirements
 - P6.4 only disclose information to those who have the right and need to know and when proof of identity has been obtained and alert individuals to information that needs to be shared with others
 - P6.5 act in ways that are consistent with people's expressed beliefs and views and acknowledge the benefits of diversity
- P7 monitor continuously the quality and deployment of resources and ensure consistency in product and service delivery
- P8 make recommendations for improvement in an appropriate and timely manner to the relevant people
- P9 take decisions as soon as sufficient information is available obtaining further information promptly when this is necessary

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Knowledge and understanding

You need to know and understand:

- K1 the application of the principles of management theory and management skills to the delivery of effective services
- K2 how to manage own time and prioritise workload effectively negotiating and meeting reasonable deadlines
- K3 how to supervise, support and manage people for whom one has direct responsibility and those who are more indirectly involved in the work
- K4 the principles of managing resources effectively, including the management of budgets and services
- K5 the principles of effective chairmanship of meetings and apply these to a range of meetings
- K6 the particular aspects that have to be considered in the effective management of projects and apply project management skills to specific pieces of work
- K7 the different models that have been used to describe team working and critically appraise own contribution to the work of different teams
- K8 negotiating, consultative and interpersonal skills in the delivery of services
- K9 the different tensions and issues that arise in maintaining confidentiality in services related to health and wellbeing and provide examples of how these have been resolved in practice
- K10 the principles of quality management and governance to the delivery of services and apply them in own management of services
- K11 the effects of organisational dysfunction on service delivery and demonstrate ways of addressing it
- K12 the application of motivational theories and skills to the management of individuals and teams

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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

Level: 3

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