

Represent one's own agency at other agencies' meetings

Overview

Joint working with other agencies is a key aspect of work in the community justice sector. Representation at other agencies' meetings is one way in which joint working may start to take place and it is vital that the worker represents their own agency effectively in such situations. The worker should also be aware of opportunities to share information appropriately outside of formal meetings.

This standard focuses on the worker representing their agency at other agencies' meetings through obtaining information and making contributions. The purpose of attending the meetings may be to obtain information, ensure that the views of one's own agency and those with whom the agency works are taken into account, or to gather information for use in one's own agency, now or later. The worker and their agency may have been invited to attend or they may have proactively sought involvement at the meetings.

There are two elements

1. Obtain information from other agencies' meetings
2. Make contributions to other agencies' meetings

Target group

This standard is designed to be relevant to any worker who has responsibility for representing their own agency at other agencies' meetings. It is applicable across the community justice sector.

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Performance criteria

You must be able to:

Obtain information from other agencies' meetings

1. clarify the nature and purpose of meetings and when they are scheduled to take place
2. confirm with other **relevant people** the purpose of your attendance at the meetings and the **information** which your own agency hopes to obtain
3. prioritise attendance at meetings within your overall workload and the priority which the agency gives to the meetings
4. identify relevant **information** during the process of the meeting and record it accurately, legibly and completely
5. confirm the **information** offered with the people concerned and reflect it back to them for correct interpretation
6. find out further **information** relevant to your own agency through networking with others who attend the meeting
7. identify any **tensions and areas of conflict** with others and seek to address them constructively
8. provide feedback to **relevant people** in your own agency and identify further action to be taken

Make contributions to other agencies' meetings

9. prepare for the meeting to a sufficient level for effective participation
10. present required **information** clearly, accurately and succinctly using methods that are consistent with the formality and nature of the meeting
11. present yourself and interact with others to promote the work of own agency
12. make timely and appropriate interventions which challenge others when they misinterpret **information** or are discriminating unfairly
13. seek advice and support from an appropriate person if difficulties arise
14. acknowledge the rights of others to hold alternative views even if they are in disagreement with your and your agency's perspective
15. make constructive comments on the contributions and views of others
16. explain clearly and accurately the nature of, and rationale for, your agency's policies and practices when these are questioned
17. complete and store records in line with agency requirements

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Knowledge and understanding

You need to know and understand:

Working within the community justice sector

1. the nature, roles and functions of the principal agencies within the sector and their structures, functions, methods of communication and decision making processes
2. how one's own work and work role interacts with others in related agencies and the benefits of working collaboratively across both agencies and disciplines
3. how teams and collaborative work evolve over time and the impact of this on relationships and effective working
4. the functions, procedures and resources of different meetings
5. possible meeting outcomes and methods of preparing for these
6. the different forms of report which are required for different meetings and the importance of effective preparation
7. your agency's focus and priorities
8. how to present cases at meetings
9. ways of prioritising the key points for presentation at meetings and making sure that they are heard
10. how to challenge others constructively in a meeting
11. the value of networking informally around meetings, and how information may be shared outside of formal meetings
12. ways of identifying and addressing problems with information
13. the ways in which it is necessary to alter communication when working with different individuals and representatives of different agencies
14. the specific legislation, guidelines of good practice, charters and service standards which relate to the work being undertaken and the impact of these on own work
15. legislation and agency requirements relating to the sharing of personal and other types of sensitive information including outside of formal meetings

Working to improve individual practice

16. the nature, extent and boundaries of own work role and its relationship to others
17. principles of equality, diversity and anti-discriminatory practice relevant to your work
18. the importance of conducting yourself in a professional manner
19. how to evaluate your own competence, including how to:
 - 19.1 determine when further support and expertise are needed
 - 19.2 measures that can be taken to improve own competence in this area of

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work

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**Scope/range related
to performance
criteria**

1 Relevant people

- 1.1 people within the worker's agency
- 1.2 other agencies involved in the meeting

2 Tensions and areas of conflict

- 2.1 factual errors
- 2.2 omissions
- 2.3 discriminatory language and content
- 2.4 doubts about the authenticity of information

3 Information

- 3.1 on the outcomes of the meeting
- 3.2 on the nature and process of the meeting
- 3.3 on requirements for further work
- 3.4 on implications for other work
- 3.5 on critical comment and positive feedback

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Glossary

Present yourself

Presentation of self includes dress, speech and body language.

Links to other NOS

The following standards are closely related:

SFJBA3 Promote the values of community justice and social inclusion and seize opportunities to influence policy development

SFJHF26 Contribute to the development and promotion of the organisation and its services

SFJAD1 Develop and sustain effective working with staff from other agencies

SFJAD2 Develop, sustain and evaluate joint work between agencies

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Developed by	Skills for Justice
Version Number	3
Date Approved	August 2015
Indicative Review Date	July 2020
Validity	Current
Status	Original
Originating Organisation	Skills for Justice
Original URN	SFJAD3
Relevant Occupations	Public Service and Other Associate Professionals; Public Services; Probation Officers; Probation Staff; Probation Support Officers; Community justice workers
Suite	Community Justice; Policing and Law Enforcement
Keywords	Interagency; inter-agency; multi-agency; joint; partnership; organisation; collaborate; collaboration; information exchange; information sharing; confidentiality; transforming rehabilitation