

SFJBE102

Deliver interventions towards supporting victims at risk of serious harm



Overview

This standard is about providing planned support to victims identified as being at a risk of serious harm from others. The intervention will have been developed to address the particular needs of victims and to manage the risk and protective factors identified by an appropriate assessment process.

There are two elements

- 1 Identify and agree interventions to support victims
- 2 Implement interventions

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Performance criteria

Identify and agree interventions to support victims

You must be able to:

- P1 obtain all available and relevant information, including assessments, regarding the victim and any dependants, reviewing the risk factors and the identified needs of the victim
- P2 identify actions designed to address the risk factors, enhance the protective factors and which will thereby minimise the risk of harm to the victim
- P3 identify, and involve fully, all relevant persons appropriate to ensuring the success of the intervention, and work with all relevant persons in developing and agreeing these and relevant responsibilities
- P4 obtain all available and relevant information regarding the support to be provided, identifying the nature of the intervention and its goals, how it reflects the needs of the victim, and how it focuses upon their identified risk factors
- P5 ensure that everyone understands the different roles and responsibilities of those involved, together with the nature, format and goals of the support being provided
- P6 ensure that all actions and timescales are understood and agreed by those with responsibility for delivering the intervention, providing them with all necessary information
- P7 provide all relevant information to the victim regarding the intervention
- P8 communicate in a manner, and at a pace, appropriate to the victim, checking for understanding
- P9 treat the victim with dignity and respect
- P10 refer promptly to the appropriate person any questions which are outside your area of responsibility, or where you have concerns regarding the victim, including whether the intervention is suited to their needs
- P11 identify and agree the criteria against which the success of the support will be evaluated, and the methods for monitoring these

Implement interventions

You must be able to:

- P12 ensure that the interventions are implemented according to the format and schedule agreed
- P13 respect the victim's right to change their mind and to consider amended or alternative approaches to the support needed
- P14 monitor and assess the victim's behaviour and progress, and where relevant that of their dependants, providing constructive support
- P15 monitor, assess and report upon the intervention's suitability in addressing the needs of the victim, identifying any concerns, with associated and reasoned recommendations for action
- P16 identify promptly any problems or changes in circumstances affecting

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- the safety, health and wellbeing of the victim, and address these promptly and correctly
- P17 encourage feedback from victims, and those involved in providing the support, regarding the intervention, its progress, and ability to achieve its goals, and respond to this feedback appropriately
- P18 provide relevant and up to date advice, including relevant emergency contact details where necessary, in line with your organisation's requirements
- P19 act within the limits of your responsibility
- P20 maintain accurate and up to date records, whilst ensuring confidentiality, in line with legislative and your organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal and organisational requirements which relate to delivering interventions towards enhancing the safety, health and wellbeing of victims at risk of serious harm from offenders, and their impact for your area of operations
- K2 legislation, policies and procedures relating to human rights, data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and its services relating to providing public protection, including the provision of support to victims
- K4 the role of the principal external support agencies, and multi-agency arrangements towards providing support and interventions for victims in your area
- K5 case registration and management procedures used by your organisation and your responsibilities within these
- K6 the limits of your authority and responsibility, and the actions to take if these are exceeded

Requirements particular to delivering interventions

You need to know and understand:

- K7 methods of assessing risk to individuals from others and the procedures that may need to be put into place towards minimising such risks
- K8 the impact of crime upon victims/survivors and their need for protection, respect, recognition, information and confidentiality
- K9 the range of available options for supervision and management of victims in the community
- K10 the information required when making an assessment of victims appropriate to developing plans towards managing the risks to them from others
- K11 the content and factors to be considered in developing and agreeing intervention plans
- K12 sources of relevant information regarding victims and how to access these
- K13 factors impacting upon the vulnerability of victims at risk of serious harm
- K14 types of vulnerability, or levels of harm, used when assessing risk, and their indicators
- K15 common indicators that an individual may have problems relating to their mental health which are impacting adversely upon their behaviour, and the appropriate actions to take where you observe such indicators
- K16 agencies to which the individual might be referred for help and support with their mental health, and the procedures for progressing such referrals

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- K17 circumstances where victims are considered to be at a very high risk, requiring particular support, and how to progress such an intervention

Requirements relating to communications with victims

You need to know and understand:

- K18 the importance of building trust and empathy with victims and methods for achieving this
- K19 different styles and forms of communication that may be appropriate when talking to victims, and the importance of non-verbal communication, such as body language, and how different cultures use and interpret body language in different ways
- K20 possible barriers to communication, their causes, and ways to overcome them, including the feelings and reactions which victims may have that hinder their ability to discuss their circumstances
- K21 the importance of being aware of your own values and beliefs, and their impact upon your ability to challenge discriminatory or potentially damaging attitudes and behaviour
- K22 limits of confidentiality applying to your job role and the circumstances when it is necessary to go against a victim's expressed wishes, and in such cases, the importance of ensuring that they understand what is happening and why

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