# SFJCCAA1
## Work in co-operation with other organisations

**Overview**

This unit is about developing and sustaining effective working relationships with other organisations, including public, private or voluntary sector bodies. This is essential for effective multi-agency working in planning for, responding to, and assisting recovery from emergencies.

**Target Group**

The unit is for those who work with people from other organisations in planning for, responding to, or assisting recovery from emergencies.

This unit is designed to relate to all other units where multi-agency working may be an essential component of work.

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**Performance criteria**

*You must be able to:*

P1 identify the relevant roles, responsibilities and authorities of the different people and organisations you will be working with

P2 agree, record and maintain arrangements for joint working that are appropriate to the nature and purpose of the work

P3 recognise shared responsibilities and authority to act, including any limitations

P4 agree information that should be shared, the reasons for this and how to maintain the security of information

P5 undertake your role in multi-agency working in a way that is consistent with agreements made, your own job role and the relevant policies and standards

P6 interact with people in other organisations in ways which
- P6.1 encourage effective relationships and participation
- P6.2 respect their views, roles and responsibilities
- P6.3 promote equality and value diversity
- P6.4 acknowledge the value of multi-agency working

P7 represent your organisation's views and policies in a clear and constructive way

P8 identify how your organisation can support multi-agency objectives

P9 encourage active contributions to joint working and identify innovative ways of working

P10 discuss and agree how and when the multi-agency work will be monitored and reviewed

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**Knowledge and understanding**

*You need to know and understand:*

K1 the relevant legislation, organisational policies and procedures that apply to your own organisation

K2 the relevant legislation, organisational policies and procedures that apply to multi-agency working

K3 the relevant legislation and guidance that apply to information sharing, data protection and information security

K4 the nature and purpose of Integrated Emergency Management (IEM)

K5 the principles and benefits of joint working between different organisations

K6 the roles and functions of organisations involved in civil protection at local, regional and national level

K7 governance arrangements relevant to multi-agency working

K8 how partner organisations are organised; their broad structures, methods of communication and decision making processes

K9 the culture and capabilities of partner organisations

K10 how organisations' structure and culture can affect multi-agency working

K11 the factors likely to hinder multi-agency working (e.g. stereotyping, discrimination)

K12 effective methods of identifying and resolving tensions and issues

K13 methods of reviewing the effectiveness of multi-agency working relationships

K14 your own abilities in multi-agency working and when to seek further support

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## Additional Information

**Behaviours**

Listed below are the main generic skills and attitudes which need to be applied. These are explicit/implicit in the detailed content of the unit and are listed here as additional information.

1. collaborative
2. community minded
3. constructive
4. open minded
5. realistic

**Skills**

1. communication                    ·
2. influencing
3. liaison
4. negotiation
5. networking                    ·
6. organising                    ·
7. presentation
8. problem identification
9. problem solving
10. prioritisation

**Glossary**

**Integrated Emergency Management (IEM)**
An approach to preventing and managing emergencies which entails six key activities – anticipation, assessment, prevention, preparation, response and recovery.  IEM is geared to the idea of building greater overall resilience in the face of a broad range of disruptive challenges.  It requires a coherent multi-agency effort

**Organisations**
Public, private or voluntary bodies

**Links to other NOS**

This unit is designed to relate to all other units where multi-agency working may be an essential component of work.

Senior managers who are involved in developing and managing multi-agency partnerships should also refer to Skills for Justice Unit SfJ HG4 Develop and manage multi-agency partnerships.

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