

SFJCCFH2

Develop and maintain effective working relationships with the families of individuals held in custody



Overview

This unit is about working with the families of individuals in custody to help to achieve positive outcomes for the individual, in particular by encouraging their personal and social development and by reducing their offending behaviour.

There are two elements

- 1 Establish and maintain effective working relationships with the families of individuals in custody
- 2 Work with family members to achieve positive outcomes for individuals in custody

Target Group

This unit applies to experienced operational staff with responsibilities for individuals in custody that will bring them into regular contact with family members.

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Performance criteria

Establish and maintain effective working relationships with the families of individuals in custody

You must be able to:

- P1 introduce yourself to family members, providing them with full information about yourself and your responsibilities for the individual
- P2 treat family members with respect and consideration
- P3 establish the willingness of family members to work with you
- P4 obtain information from family members about their relationship with the individual and its effectiveness
- P5 identify any key aspects of their relationship with the individual that might assist or hinder the achievement of positive goals
- P6 verify key information about the individual's history that is relevant to their offending behaviour
- P7 provide family members with information that could assist the achievement of positive goals
- P8 establish how contact will be maintained with the family
- P9 identify and constructively challenge any attitudes or behaviour that may not assist the achievement of positive goals

Work with family members to achieve positive outcomes for individuals in custody

You must be able to:

- P10 identify, with family members, positive outcomes for the individual to which they could contribute
- P11 agree with family members the roles that they, you and your colleagues could play in achieving these positive outcomes
- P12 provide family members with the support and information they need to work towards these positive outcomes
- P13 exchange information with family members and colleagues on progress that the individual is making towards positive outcomes
- P14 evaluate the effectiveness of the roles that family members, colleagues and yourself are playing
- P15 adjust these roles, where necessary, in the light of your evaluation
- P16 acknowledge the contribution that family members are making towards the achievement of positive outcomes in a way that will reinforce their commitment
- P17 keep a record of what has been achieved and identify any lessons for future work with family members

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Knowledge and understanding

You need to know and understand:

- K1 the importance of working with the families of individuals in custody
- K2 positive goals to which family members can contribute
- K3 the importance of establishing an effective working relationship with family members
- K4 why it is important to treat family members with respect and consideration
- K5 the types of behaviour you should adopt to show respect and consideration for family members
- K6 why it is important to establish that the family is willing to work with you and how you can be sure that they are willing
- K7 the types of information that you should obtain from family members
- K8 the techniques you should use to obtain information from family members
- K9 how you can verify that this information is correct
- K10 aspects of a family member's relationship with the individual that may help or hinder the achievement of positive goals
- K11 the types of information that family members will need if they are going to work with you
- K12 methods that you can use to maintain contact with family members
- K13 the roles that family members can play in helping to achieve positive outcomes for the individual
- K14 why it is important to agree aims, objectives and respective roles with family members
- K15 the types of support that family members may need in helping to achieve positive goals
- K16 why it is important to review progress with family members and colleagues
- K17 why it is important to evaluate the effectiveness of the various roles that you, family members and colleagues are playing
- K18 why it is important to acknowledge the contributions that family members are making, and how to do so
- K19 the importance of keeping a record of your work with family members
- K20 the importance of noting lessons for the future and how to identify these

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