

SFJCCGA3

Assist in the transfer of individuals between agencies and services



Overview

This unit focuses on making arrangements for individuals to transfer between, agencies and services. The unit takes a broad definition of transfer and includes all situations where an individual is referred into and/or out of an agency or a service provided by an agency. It includes referral of individuals within an agency (such as to a specialist worker). The worker supports individuals by providing appropriate information and guidance, makes the appropriate arrangements within the agency for the transfer and supervises individuals as they transfer.

There are three elements

- 1 Support individuals as they prepare for transfer
- 2 Make agency preparations for individuals' transfer
- 3 Supervise individuals during transfer

Target Group

This unit is applicable across the justice sector. It is aimed at workers involved in the day-to-day supervision of individuals transferring to and from agencies and services.

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Performance criteria

You must be able to:

Support individuals as they prepare for transfer

- P1 clarify with individuals and **other relevant people** the reasons for the **transfer**, and what is likely to happen and when
- P2 explain clearly to individuals, and **other relevant people**, their roles and responsibilities in the **transfer**, and any statutory or agency conditions that are attached to it
- P3 encourage individuals, and **other relevant people**, to seek information and express their views
- P4 identify the support and assistance which individuals will need to help them make the **transfer**
- P5 provide clear and accurate information about the support that will be provided and how people should seek further assistance if they need it
- P6 acknowledge any disagreements that arise and negotiate, with those involved, a working consensus on the way forward
- P7 seek advice and support promptly when team discussion and supervision are appropriate

Make agency preparations for individuals' transfer

You must be able to:

- P8 gather the necessary information on **transfer requirements** from **appropriate people**
- P9 make arrangements and preparations for individuals' transfer which are consistent with the requirements
- P10 provide clear and accurate information to everyone who needs to know about the transfer arrangements
- P11 complete records accurately and clearly and store them according to agency requirements
- P12 make any necessary arrangements to monitor and review the individual's adjustment to change

Supervise individuals during transfer

You must be able to:

- P13 confirm individuals' and **other people's** understanding of the transfer arrangements and the reasons for them
- P14 provide the agreed information, practical assistance and support to meet individuals', and **other people's** needs, within the resources available
- P15 supervise individuals during transfer consistent with agency policies and practice guidelines
- P16 complete records accurately and clearly and store them according to agency requirements
- P17 communicate information to people who are authorised to have it

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Knowledge and understanding

You need to know and understand:

Working with individuals and groups

- K1 the ways in which it is necessary to alter communication when working with different individuals and representatives of different agencies
- K2 the range of different views, feelings and concerns that individuals and other people may have about the individual's transfer
- K3 the different ways in which people react to change
- K4 ways of providing guidance and support to individuals, including situations when they are distressed, anxious or angry
- K5 how to deal with abusive, aggressive and discriminatory behaviour and situations when they have done this
- K6 the ways in which individual's culture and gender influence the worker's practice
- K7 how they have applied the principles of equality, diversity and anti-discriminatory practice to their work

Working within the justice sector

You need to know and understand:

- K8 the specific legislation (national and European) which relates to the work they undertake and how they have taken this into account in their work
- K9 any particular factors relating to the agency's policies and practices which have affected the work undertaken

Working to improve individual practice

You need to know and understand:

- K10 how they evaluate their own competence when at work and decide when further support and expertise are needed

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Additional Information

Scope/range related to performance criteria

Support individuals as they prepare for transfer

1. **Other relevant people**
 - 1.1. others relevant and significant to the individual
 - 1.2. staff in own agency
 - 1.3. other agencies
2. **Transfer**
 - 2.1. into the agency's services
 - 2.2. out of the agency's services

Make agency preparations for individuals' transfer

3. **Transfer requirements**
 - 3.1. individuals' needs
 - 3.2. statutory demands
 - 3.3. agency policy and practice guidelines
4. **Appropriate people**
 - 4.1. the individual
 - 4.2. others relevant and significant to the individual
 - 4.3. staff in own agency
 - 4.4. other agencies

Supervise individuals during transfer

5. **Other people**
 - 5.1. others relevant and significant to the individual
 - 5.2. staff in own agency
 - 5.3. other agencies

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