

SFJCJBA17

Promote the interests of individuals in the community



Overview

This standard is about campaigning and undertaking promotional work regarding the interests of individuals in the community. It includes the work which is required to explain the rights and roles of individuals in the community, and addresses how individuals may themselves be involved in representing their interests.

There are two elements

- 1 Promote the rights of individuals
- 2 Help individuals to represent their own interests and rights

Target Group

This standard is applicable for those working in the justice services and involved in promoting the interests of individuals.

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Performance criteria

Promote the rights of individuals

You must be able to:

- P1 promote rights which are within statutory, legal and agency frameworks, and using means consistent with the your role
- P2 promote rights that are most likely to support the needs of those at risk or in need in the community
- P3 use methods to inform those at risk or in need of their rights according to statutory, legal and agency frameworks
- P4 use methods of promoting rights that are acceptable to those involved and which are effective, practicable and sensitive to the needs of individuals
- P5 use methods which are consistent with legal frameworks
- P6 use methods that do not adversely affect others at risk or in need in the community
- P7 monitor the impact of methods used and adjust your approach as necessary

Help individuals to represent their own interests and rights

You must be able to:

- P8 enable individuals to evaluate their rights and interests in relation to those of others, ensuring that their perceived rights and interests are consistent with statutory, legal and agency frameworks
- P9 explore the impact on other people of pursuing rights and interests with individuals
- P10 provide appropriate information to individuals, ensuring that it is complete, accurate, relevant and within agreed boundaries of confidentiality
- P11 provide support and encouragement to individuals that helps them to express themselves clearly, logically and assertively, and respects their wishes regarding the level of your involvement
- P12 inform individuals in good time of all arrangements, protocols or requirements
- P13 make other relevant sources of support and assistance known to individuals
- P14 extend support to individual's families, friends and community contacts, when they are working to support the individual's interests
- P15 discuss openly barriers to the individual's interests, or their being able to represent them, if there are any, and develop methods of dealing with them in line with your organisation's policies
- P16 review the individual's representation of their rights and interests, and provide constructive and sensitive feedback regarding any enhancements, where necessary

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Knowledge and understanding

You need to know and understand:

- K1 legislation, charters and guidelines regarding the rights of individuals and its impact for the rights, powers, policies and procedures governing specific groups of people, and the right to legal redress
- K2 the power and authority of relevant professions, clients, carers, residents and the local community and politicians, relevant to promoting the interests of individuals in the community
- K3 the principles of equal opportunities in employment and service delivery
- K4 legal and agency responsibilities and resources, citizen's charter, complaints procedures and charters of the local authority, voluntary and private agencies
- K5 agencies providing information, advice and support on rights, including the remit and responsibilities of agencies in negotiation and conciliation
- K6 methods of dealing with oppression, disadvantage and discrimination and their relative effectiveness
- K7 how individual and structural discrimination can undermine and exclude people from exercising their rights and responsibilities
- K8 potential conflict between the rights and responsibilities of individuals and those in the wider community
- K9 concepts of empowerment, advocacy, human and civil rights
- K10 schemes for training those advocating the interests of individuals, including self and community advocacy, including local and national sources of support
- K11 factors affecting the individual towards promoting and representing their own interests and rights, and potential barriers to their doing this
- K12 information requirements and resources available to individuals in representing themselves and their interests
- K13 complaints procedures available to individuals
- K14 the principles of effective equality, diversity and anti-discriminatory practice

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Developed by	Skills for Justice
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Version number	2
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Date approved	May 2010
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Indicative review date	May 2012
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Validity	Current
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Status	Original
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Originating organisation	Skills for Justice
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Original URN	SfJ BA17
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Relevant occupations	Public Services; Public Service and Other Associate Professionals
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Suite	Community Justice
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Key words	Promote, interests, individuals, community, campaigning, promotional work
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