

SFJCJGA9

Assist with the transfer of individuals between agencies and services



Overview

This unit is about making arrangements for individuals to transfer between agencies and services. This includes all situations where an individual is referred into or out of agency or service. It can include referral of individuals within an agency (such as to a specialist worker).

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 to those whose responsibilities include assisting in the transfer of individuals between agencies and services.

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Performance criteria

Support individuals as they prepare for transfer

You must be able to:

- 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, through team discussion and/or supervision as 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 in accordance with confidentiality policies
- P11 complete records accurately and clearly and store them accordingly to agency requirements
- P12 make any necessary arrangements to monitor and review the individual's adjustments 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

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P17 communicate information to people who are authorised to have it, including transfer of individuals' records, in accordance with confidentiality policies

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Knowledge and understanding

You need to know and understand:

Legislation and organisational policy and procedures

- K1 legal and organisational requirements and policies requirements relevant to the functions being carried out

You need to know and understand:

Working within the substance misuse sector

- K2 the specific legislation (national and European) which relates to the work you undertake and how to take this into account in your work
- K3 any particular factors relating to the agency's policies and practices which affect the work undertaken

Theories and practice

Working to improve individual practice

You need to know and understand:

- K4 how to evaluate your own competence when at work and to decide when further support and expertise are needed

Working with individuals and groups

You need to know and understand:

- K5 the ways which it is necessary to alter communication when working with different individuals and representatives of different agencies
- K6 the protocols for sharing information between and within agencies in order to achieve continuity of service for the individual
- K7 the range of different views, feelings and concerns that individuals and other people may have about the individual's transfer
- K8 the different ways in which people react to change
- K9 ways of providing guidance and support to individuals, including situations when they are distressed, anxious or angry
- K10 how to deal with abusive, aggressive and discriminatory behaviour and situations
- K11 the ways in which individual's culture and gender influence your practice
- K12 how to apply to principles of equality, diversity and anti-discriminatory practice to your work

Values

You need to know and understand:

- K13 the rights of individuals with whom you come into contact

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