

## SFJCJGB8

# Represent individuals' and families' interests when they are not able to do so themselves



### Overview

This standard is concerned with representing individuals' and families' interests when they are not able to do so themselves. They may not be able to do so themselves in situations where they are not present, feel unable to have a voice in the setting concerned, or are unwilling to do so. It involves determining and agreeing with individuals their preferences and wishes in order to find alternatives to representation. This standard focuses on representing the interests of individuals and families by acting on their behalf when requested to do so on single occasions, such as through the writing of a letter.

The term 'individuals' has been used to refer to the people you are assisting, including those who may be victims, survivors, witnesses or their associates. Associates may refer to family members, friends, colleagues or workers from organisations that support victims, survivors and witnesses.

The term 'act' has been used to refer to your role when representing the case, interests or points of view of individuals and their families to others.

#### **There are three elements**

- 1 Agree with individuals and families their preferences and wishes regarding representation
- 2 Act on behalf of individuals and families when they are not able to represent themselves
- 3 Enable individuals and families to evaluate and review the effectiveness of representation

#### **Target Group**

This standard is designed to be applicable to those who act as a representative of others in any setting where this may arise.

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#### Performance criteria

#### Agree with individuals and families their preferences and wishes regarding representation

*You must be able to:*

- P1 introduce yourself correctly and take the relevant actions towards welcoming individuals and towards encouraging them to be at ease
- P2 listen actively and respond constructively and with empathy to the points made, communicating in a manner which suits the needs and ability of the individuals
- P3 assist individuals to identify what they feel able to manage themselves and where they need representation from others
- P4 explain clearly to individuals the nature of the services, support and assistance which your organisation can offer
- P5 assist individuals to identify and to explore those aspects of their lives affected by their experience, and determine those preferences and wishes which are priorities to address
- P6 agree the scope and goals for representation with individuals, clarifying the points raised to confirm understanding
- P7 seek advice and support from an appropriate person where you are unsure of how best to support individuals
- P8 seek support from an appropriate person when individuals have a need for more formal advocacy
- P9 make accurate and up to date records of the agreed preferences and wishes, in line with your organisation's requirements

#### Act on behalf of individuals and families when they are not able to represent themselves

*You must be able to:*

- P10 express clearly the scope and goals of individuals in a manner consistent with the agreements made, when acting as their representative with others
- P11 identify and discuss differences of opinion between the people involved, in a manner which allows them to think through any relevant issues
- P12 take decisions and actions on behalf of individuals consistent with their values, needs, preferences and rights, and which are designed to be in their best interests
- P13 consult with individuals on every matter about which there is concern
- P14 seek advice from an appropriate person when problems arise regarding the representation
- P15 explore with individuals the limits of the representation you can offer, and reach a working agreement, including when it is inappropriate for you to undertake an action on their behalf
- P16 maintain accurate and up to date records of the actions taken on the individuals' behalf, in line with your organisation's requirements

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#### **Enable individuals and families to evaluate and review the effectiveness of representation**

*You must be able to:*

- P17 take the relevant actions towards enabling individuals to be at ease during the evaluation and review of the representation
- P18 encourage individuals to monitor and assess the effectiveness of the representation arrangement
- P19 support individuals in evaluating the outcomes achieved against the original scope and goals set
- P20 enable individuals to reset goals and change the scope of representation, where appropriate
- P21 explore any concerns with individuals about the effectiveness of the representation, including that of your role as their representative, and reach working agreement about what action to take next
- P22 encourage individuals to explore who would be most suitable to represent their needs, and how this can be actioned, where there is a need to identify alternatives to representation
- P23 seek advice from an appropriate person when events have not gone as planned
- P24 maintain accurate and up to date records of the evaluation of the representation arrangement, in line with your organisation's requirements

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### Knowledge and understanding

*You need to know and understand:*

#### Legislative, regulatory and organisational requirements

- K1 legal and organisational requirements which relate to representing the preference and wishes of individuals, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and its services, and the services which it provides in supporting and representing individuals and their families
- K4 the organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
- K5 the limits of your authority and responsibility, and the actions to take if these are exceeded

#### Working within the community justice sector

*You need to know and understand:*

- K6 the importance of supporting individuals and their families to make their own decisions, where appropriate
- K7 how to provide individuals with different options so that they can make informed choices, and methods for doing this
- K8 how to support individuals in determining the goals and scope of the representation, including procedures used within your organisation
- K9 sources of information, advice and support on rights, and how individuals can access them
- K10 methods of enabling individuals and families to communicate their wishes where there are communication differences
- K11 why it is important to represent individuals accurately and without prejudice
- K12 the ways in which stereotyping and discrimination might affect the assessment of the needs of individuals, and how to guard against this
- K13 how to validate the views of individuals and their families
- K14 circumstances under which it might be necessary to breach the duty of confidentiality
- K15 the conflicting interests which may arise, and methods of handling these
- K16 how individual and structural discrimination can undermine and exclude people from exercising their rights and responsibilities
- K17 strategies for dealing with oppression, disadvantage and discrimination and their effectiveness
- K18 the options for representing individuals, and the reasoning processes used in determining the most appropriate representation for the individuals concerned

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- K19 why it is important to agree and confirm the goals and scope of the representation with individuals, including the appropriate action being taken
- K20 why support in assessing the effects of representation may be necessary
- K21 the different tensions which might arise between the your work role, and acting as a representative for individuals
- K22 the remit and responsibilities of organisations in negotiation and conciliation, including methods for accessing and referring individuals to other organisations
- K23 the different ways of supporting others to evaluate and review the representation process, including methods for assessing the outcomes against the scope and goals agreed at the outset
- K24 methods of encouraging individuals to communicate their true feelings about there presentation, and offer constructive feedback
- K25 how to recognise the circumstances in which it is best to involve others, including when to withdraw from the representation agreement
- K26 the importance of evaluating and where relevant, modifying representation agreements for individuals, methods for achieving this, and the associated importance of disseminating information on what has worked and why

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<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	Skills for Justice
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<b>Relevant occupations</b>	Public Services; Public Service and Other Associate Professionals
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<b>Suite</b>	Community Justice
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<b>Key words</b>	Represent, advocate, advocacy
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