

SFJCPS4.3

Work with service providers to maximise and enhance service provision



Overview

This standard is about continually developing service providers across the supply chain to make improvements in service provision. You will need to engage with service providers in order to achieve outcomes. You will also need to identify where there is scope for improvement and manage this process.

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Performance criteria

You must be able to:

- P1 identify and evaluate opportunities to maximise and enhance service provision
- P2 engage with service providers in order to achieve change
- P3 identify and define the required service outcomes
- P4 identify the roles and responsibilities of service providers
- P5 bring providers together to share good practice and resolve any issues with performance
- P6 develop and maintain a suitable quality framework
- P7 develop and publicise the necessary delivery plans
- P8 identify areas where service providers can make adjustments and improvements
- P9 provide constructive feedback to improve performance

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Knowledge and understanding

You need to know and understand:

- K1 the relevant legislation in relation to the service provision with which you are concerned
- K2 the legislation and guidelines relevant to commissioning in your occupational area and where to obtain information and guidance about this
- K3 the relevant organisational requirements and expected outcomes in relation to service provision
- K4 the ethics and requirements of sustainability as applied to the service provision with which you are concerned
- K5 the quality standards applied to the delivery of services
- K6 the use of evidence-based practice in your work
- K7 how to engage with service providers
- K8 how to develop service providers
- K9 how to support and encourage continuous improvement and innovation
- K10 why it is important to engage with service users throughout the commissioning process
- K11 how to define the roles and responsibilities of service providers
- K12 the purpose of a communication strategy and how to develop them

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Additional Information

Behaviours

- 1 You constantly seek to improve performance.
- 2 You work towards a clearly defined vision of the future.
- 3 You present information clearly, concisely, accurately and in ways that promote
- 4 You reflect regularly on your own and others' experiences, and use these to inform future action.
- 5 You respond positively and creatively to setbacks.
- 6 You prioritise objectives and plan work to make best use of time and resources.
- 7 You set demanding but achievable objectives for yourself and others.
- 8 You create a sense of common purpose.
- 9 You balance agendas and build consensus.
- 10 You consider the impact of your own actions on others.

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