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**Overview**

This standard applies to staff who have responsibilities to provide pastoral supportive care to individuals within organisations.

This includes providing emotional support, giving time to listen to others and referring individuals to those who can provide specialist support.

**Performance  
criteria**

- You must be able to:
- P1 respond to enquiries regarding your pastoral services in your organisation's timescales
  - P2 support individuals to disclose information in accordance with your organisation's procedures, at their own:
    - P2.1 pace
    - P2.2 level
    - P2.3 style
  - P3 provide pastoral support in accordance with your organisation's timescales and procedures, including:
    - P3.1 home visits where necessary
  - P4 take part in debriefs following incidents in accordance with your organisation's procedures, and:
    - P4.1 offer pastoral support to those effected by incidents
  - P5 take action when you identify distress in individuals in accordance with your organisation's procedures
  - P6 review ongoing condition of individuals you have provided pastoral support to in accordance with your organisation's procedures
  - P7 promote well-being initiatives within the organisation to meet individuals' needs
  - P8 work with individuals to identify their needs for pastoral support in accordance with your organisation's procedures, and:
    - P8.1 discuss solutions
  - P9 share information with individuals throughout support processes in accordance with your organisation's procedures
  - P10 deal with individuals in accordance with their rights and your organisation's procedures
  - P11 maintain records on support provided in accordance with your organisation's procedures
  - P12 seek support when recognising stress in self in accordance with your organisation's procedures

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**Knowledge and understanding**

You need to know and understand:

- K1 organisational procedures when providing support to individuals
- K2 legal requirements when providing support to individuals
- K3 types of incidents individuals may be exposed to
- K4 how to recognise the need for support from individuals following incidents
- K5 organisational timescales for responding to enquiries for support
- K6 methods for opening up communication with individuals
- K7 different actions to take when distress is identified
- K8 techniques for recognising distress in others
- K9 the importance of effective listening with individuals
- K10 the importance of recognising non-verbal indicators
- K11 what to look for when reviewing ongoing condition of individuals
- K12 range of specialist support available
- K13 how to refer individuals for specialist support
- K14 what records must be completed when providing support
- K15 how to complete records
- K16 how to communicate with different individuals
- K17 how to identify appropriate support required
- K18 how to evaluate your competence when at work
- K19 when to seek further support for yourself

### Additional Information

#### Glossary

**Individuals** can refer to customers, clients, service users, staff from your own organisations, staff from other organisations and others relevant or significant to individuals.

**Organisational procedures** can include prison service instructions, prison policies, legislative policies and any other policies and procedures used across custodial care in the UK.

## SFJFM2

### Provide pastoral support to individuals in custodial environments

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	1
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<b>Originating organisation</b>	Skills for Justice
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<b>Original URN</b>	SFJFM2
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<b>Relevant occupations</b>	Chaplains; prison staff; home office staff; volunteers; healthcare officer; prison manager; governor; instructional officer
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<b>Suite</b>	Custodial Care
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<b>Key words</b>	Care; well-being; incidents; distress; development; knowledge; debrief
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