

SFJ GA1

Enable individuals to find and use services and facilities



Overview

This standard is about assisting individuals to find out about, and to use, relevant services with the aim of promoting and supporting their independence.

In working with offenders you are expected to consistently display the skills of pro-social modelling, offender engagement and professional judgment to encourage offenders to desist from their offending behaviour and to reduce the risk of re-offending.

There are two elements

- 1 Support individuals in identifying available services
- 2 Enable individuals to access relevant services

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Performance criteria

Support individuals in identifying available services

You must be able to:

- P1 communicate in a manner appropriate to the individual, and which is free from discrimination and oppression
- P2 encourage an open exchange of views and information
- P3 assist individuals to express their need for information and assistance, providing sufficient time and opportunity
- P4 review assessment documentation and any relevant plans relating to individuals in order to identify their needs
- P5 discuss the types of services and facilities available from within your organisation, relating them to the individual's requirements
- P6 encourage individuals to access appropriate information, and to be as self-managing as possible
- P7 assist individuals to access information regarding the services provided by other organisations, and identify appropriate points and means of contact
- P8 provide accurate and up to date information which is relevant to the needs of the individual
- P9 take appropriate action if the information provided results in the individual becoming angry and distressed
- P10 maintain accurate and up to date records of the support provided, in line with your organisation's requirements

Enable individuals to access relevant services

You must be able to:

- P11 offer appropriate support to individuals to make contact with relevant services
- P12 agree with individuals the assistance they require
- P13 encourage individuals to use relevant services and facilities at a time likely to achieve the best outcome
- P14 identify and discuss with individuals any difficulties which they have in accessing relevant services, and take agreed actions to address these, within your scope of responsibility
- P15 assist and encourage individuals to develop their independence and confidence
- P16 provide the individuals with appropriate support to transfer between organisations and the services which they supply, and provide relevant parties with applicable information
- P17 maintain confidentiality in line with statutory and organisational 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 the provision of services and facilities which support individuals in addressing their needs
- 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 the services which it provides in supporting individuals in promoting their independence and addressing their needs
- 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 with individuals

You need to know and understand:

- K6 sources of information about different services relevant to your area of operations
- K7 the range of relevant organisations available, including the particular types of support or service that they provide
- K8 factors which affect access to services and facilities, including methods for addressing these where appropriate
- K9 why individuals should be as self-managing as possible
- K10 the importance of respecting individuals' wishes about the services they choose to access
- K11 why individuals' rights must be respected even if they do not wish to take up available benefits and services
- K12 the individual's right to confidentiality regarding the services which they choose to access and ways of maintaining or enhancing this
- K13 why individuals may need to be supported in the early stages of using services and facilities and how this support should be gradually withdrawn as the individual becomes increasingly self-managing and independent
- K14 the particular difficulties and risks which individuals may experience when using services and facilities
- K15 the risks which there may be to those providing the support

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Developed by	Skills for Justice
Version number	2
Date approved	January 2013
Indicative review date	January 2018
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJ GA1
Relevant occupations	Probation Officers; Probation Support Officers
Suite	Community Justice
Key words	Information; service; offender engagement; offender; independence