

SFJ GA7

Communicate and engage with children, young people, and their families and carers



Overview

This standard is about communicating effectively with children, young people and their families and carers. It includes listening questioning, understanding and responding to what they say, and involving them in the design and delivery of services that affect them.

This standard reflects aspects of statutory and non-statutory policies relating to working with children and young people.

There are three elements

- 1 Build empathy with children, young people, their families and carers
- 2 Safeguard and promote the welfare of children and young people
- 3 Share information with those that need it

Target group

This standard is applicable to all of those working with children, young people, their families and carers.

SFJ GA7

Communicate and engage with children, young people, and their families and carers

Performance criteria

Build empathy with children, young people, their families and carers

You must be able to:

- P1 use appropriate forms and styles of communication suited to the needs and abilities of children and young people, and their families and carers
- P2 hold conversations at the appropriate time and place
- P3 explain situations fully and accurately, setting out what has happened or will happen next and the reasons for such actions
- P4 encourage questions and check for understanding
- P5 inform, involve and help the child or young person, and their families and carers, to assess different courses of action and to understand the consequences of each
- P6 identify what the child or young person, and their family or carers, hopes to achieve in reaching the best possible and fair conclusion
- P7 listen actively and respond constructively to any concerns
- P8 obtain, where appropriate, the consent of the child or young person, and their family or carers, to an agreed course of action
- P9 explain to the child or young person, and their family and carers, what information you may have to share with others and why
- P10 summarise situations to promote understanding for the individual, taking into account their background, age and personality
- P11 maintain accurate and up to date records of points discussed and the outcomes of your discussions

Safeguard and promote the welfare of children and young people

You must be able to:

- P12 identify and assess signs of possible abuse or neglect affecting a child or young person
- P13 verify, where possible, concerns and information gained from others
- P14 consult, where appropriate, with the child, young person, their parent or carer, over factors that may be hindering achievement of their potential or impairing their health and well-being
- P15 involve the child or young person, where appropriate, in decisions affecting them, taking into account their age, ability, wishes and feelings
- P16 make considered judgements about how to act to safeguard and promote a child or young person's welfare
- P17 take appropriate action within required timescales to safeguard and protect the welfare of children and young people
- P18 maintain accurate and up to date records of your actions and the outcomes

SFJ GA7

Communicate and engage with children, young people, and their families and carers

Share information with those that need it

You must be able to:

- P19 identify relevant information and determine any gaps to be addressed
- P20 determine and agree with the appropriate people how any information that is required will be obtained, including who is to provide it and by when
- P21 assess the relevance and status of information, distinguishing carefully between observation or opinion
- P22 identify the parties who need information and are entitled to receive it, and make the required information available following organisational procedures and within required timescales
- P23 communicate information unambiguously, encourage questions and check for understanding
- P24 seek consent, where possible and appropriate, from the child or young person and their family or carer, for the sharing of information
- P25 acknowledge skills and expertise of other professionals where appropriate to do so
- P26 maintain accurate and up to date records of the information provided and the outcomes

SFJ GA7

Communicate and engage with children, young people, and their families and carers

Knowledge and understanding

You need to know and understand:

Build empathy with children, young people, their families and carers

- K1 the importance of building trust and empathy with the children, young people, families and carers you are working with, and the methods for achieving this
- K2 different styles and forms of communication that may be appropriate, including electronic channels and communication in different languages
- K3 the importance of non-verbal communication, such as body language, and how different cultures use and interpret body language in different ways
- K4 possible barriers to communication, their causes, and ways to overcome them
- K5 the role and value of families and carers as partners in supporting their children to achieve positive outcomes
- K6 why it is important to involve the child/young person and their families/carers in the process and how to do this
- K7 how children and young people see and experience the world in different ways, and the impact of this in communicating and engaging with them
- K8 why it is important to check understanding and to avoid assumptions
- K9 procedures and legislation that relate to confidentiality issues applying to your job role
- K10 limits of confidentiality applicable to your job role, including:
 - K10.1 the circumstances when it is necessary to go against a child/young person's expressed wishes in their best interests
 - K10.2 why it is important to check that they understand what is happening and why

Safeguard and promote the welfare of children and young people

You need to know and understand:

- K11 what is meant by safeguarding, and the different ways in which children and young people might be harmed, including by other children and young people, and through the internet
- K12 the key roles of parents and carers in safeguarding and promoting the welfare of children and young people
- K13 when and how to discuss concerns with parents and carers, and factors that can affect parenting and increase the risk of abuse
- K14 signs of possible abuse, recognising that these can be subtle, and how these can be expressed in play, artwork and in the way that children and young people approach relationships with other children and/or adults
- K15 different forms and extent of abuse, and their impact upon children's development
- K16 relevant legislation and guidelines, and their impact for procedures applying to your job role

SFJ GA7

Communicate and engage with children, young people, and their families and carers

- K17 the boundaries of your own personal competence and responsibility, when to involve others and how to obtain advice and support
- K18 how assumptions, values and discrimination can influence practice, and may prevent some children and young people from having equality of opportunity and equal protection from harm
- K19 national policies that govern the identification and assessment of children and young people's needs, and where appropriate, how to apply them

Share information with those that need it

You need to know and understand:

- K20 the roles of other agencies, local procedures on child protection and variations in the use of terminology
- K21 the importance of information sharing in the context of children and young people's well-being and safety
- K22 how inference or interpretation can result in a difference between what is said and what is understood, and how to address this
- K23 different sources for relevant information
- K24 why consent is not always required to share information
- K25 the principles that govern when young people are considered sufficiently mature to give consent to their information, in particular taking into account current tests of competence
- K26 the parties who need, and/or are entitled to, information and when
- K27 the difference between information sharing on individual, organisational and professional levels
- K28 requirements regarding confidentiality and how different confidentiality procedures may apply in different contexts
- K29 when to act upon information received irrespective of whether confidentiality is requested

SFJ GA7

Communicate and engage with children, young people, and their families and carers

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 GA7

Relevant occupations Youth Offending Team Officer; Youth Offending Team Worker; Youth Justice Officer; Youth Justice Practitioner; Senior Youth Offending Team Officer; Senior Youth Offending Team Worker; Senior Youth Justice Practitioner; Youth Offending Team Manager; Youth Justice Manager

Suite Youth Justice; Resettlement of Offenders

Key words Communicate; engage; children; youth; family; carers
