

SFJ GA8

Assist individuals to use agencies and services



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.

There are two elements

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

Target group

This standard is applicable to those whose responsibilities include supporting and assisting individuals in identifying and accessing appropriate services designed to address their needs.

SFJ GA8

Assist individuals to use agencies and services

Performance criteria

Support individuals in identifying available services

You must be able to:

- P1 encourage individuals to express their needs for information and assistance, providing sufficient time and opportunity
- P2 review assessment documentation and relevant plans relating to individuals, to identify their needs
- P3 discuss the suitability and types of services and facilities available, relating them to the individual's requirements
- P4 facilitate individuals to access appropriate information for themselves, and to be self-managing
- P5 assist individuals, where necessary, in accessing information regarding the services provided by other organisations, identifying appropriate points and means of contact
- P6 communicate at a pace and level appropriate for the individual that is free from discrimination and oppression
- P7 answer questions and check for understanding, whilst providing relevant information for the needs of the individual
- P8 maintain accurate records of the support provided

Enable individuals to access relevant services

You must be able to:

- P9 offer appropriate support to individuals to access relevant services, and respect their rights and encourage them to be self-managing
- P10 agree with individuals the assistance they require
- P11 help individuals to use relevant services and facilities at a time that will achieve the best outcome
- P12 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
- P13 assist individuals to develop and improve their independence and confidence
- P14 provide the individuals with appropriate support when they transfer between organisations and the services which they supply, and check that relevant parties are provided with relevant information
- P15 arrange appropriate support from others as required by individuals
- P16 maintain confidentiality in line with statutory and organisational requirements
- P17 maintain accurate records of the services accessed by the individual

SFJ GA8

Assist individuals to use agencies and services

Knowledge and understanding

You need to know and understand:

- K1 sources of information about different services relevant to your area of operations
- K2 the range of relevant organisations available, the particular types of support or service that they provide
- K3 the support available to tackle problems of access to services and facilities
- K4 why individuals should be self-managing
- K5 the importance of respecting individuals' wishes about the services they choose to access
- K6 why individuals' rights must be respected even if they do not wish to take up available benefits and services
- K7 the individuals' right to confidentiality regarding the services which they choose to access and ways of maintaining or enhancing this
- K8 why individuals may need to be supported in the early stages of using services and facilities
- K9 how this support should be gradually withdrawn as the individual becomes increasingly self-managing and independent
- K10 factors which affect access to services and facilities
- K11 the particular difficulties and risks which individuals may experience when using services and facilities
- K12 the risks there may be to those providing the support
- K13 how to confirm that your actions and behaviour are consistent with anti-discriminatory practice

SFJ GA8

Assist individuals to use agencies and services

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 GA8
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	Agencies; services; supporting independence; self-managing; access to relevant services