

SFJ GB11

Assist individuals to establish effective support networks



Overview

This standard is about working with individuals to help them to establish and maintain effective networks offering mutual support. This could apply to individuals and their families and carers. The networks might range from those which are loose and relatively unstructured, to more formal organisations with clear structures and objectives.

There are two elements

- 1 Assist individuals to contact and establish networks
- 2 Help networks to enhance their effectiveness

Target group

This standard is applicable to those who contribute to establishing and running support networks.

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Performance criteria

Assist individuals to contact and establish networks

You must be able to:

- P1 identify suitable support networks available within and outside your organisation, relevant to your area of responsibility
- P2 determine the range of services provided by relevant support networks, and how to access the networks
- P3 identify networks that might be appropriate to individuals, according to the individuals' needs, beliefs, preferences and interests
- P4 provide colleagues and individuals with details about appropriate networks, and help them to assess the relevance of the support offered by the networks
- P5 facilitate individuals and groups to develop support networks where no appropriate network exists currently
- P6 communicate with individuals at a pace and level appropriate to them, encourage questions and check for understanding
- P7 provide appropriate support to individuals to help them assess the benefits of the network and make contact with possible networks, in line with your role and responsibilities
- P8 enable individuals to make an informed decision regarding available networks, respecting their right not to join if they so wish
- P9 check that relevant parties understand your role and its boundaries in supporting the individual and the network

Help networks to enhance their effectiveness

You must be able to:

- P10 monitor and evaluate the effectiveness of support networks that you have provided introductions for, in meeting the needs of individuals
- P11 identify, where relevant, opportunities to enhance effectiveness within the resources available, and suggest these to parties involved
- P12 facilitate existing networks to make their services known to others, making constructive and realistic suggestions as to how this might be achieved
- P13 respond within required timescales to requests from networks for assistance from you and your organisation
- P14 provide assistance to networks in line with your role, your further work demands and as agreed with the network and relevant colleagues
- P15 explain the reasons why you are not able to provide assistance, where relevant
- P16 facilitate support networks to develop and implement means of monitoring and evaluating their progress against identified aims and objectives
- P17 assist networks to disseminate effective practice to help support the establishment of others

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Knowledge and understanding

You need to know and understand:

- K1 the importance of support networks to individuals, and the benefits that can accrue to participating individuals, including those acting in a carer or support role
- K2 sources and methods to obtain and disseminate up to date information about support networks
- K3 the range of existing support networks relevant to your area of operations and the interest groups they serve
- K4 the range of needs which the relevant support networks meet
- K5 the different types of information which individuals may require prior to committing themselves to a support network
- K6 the different ways in which individuals may express problems with existing support networks and how they may perceive these
- K7 how individuals may grow and develop through their contact with support networks and develop themselves to support others
- K8 possible sources of difficulty or problems within, or outside a support network, including those which result from the involvement of you and your organisation
- K9 the possibility of conflict between support networks and your organisation and the implications of this for you and the individual
- K10 how to encourage individuals to make use of support networks whilst recognising their right to make choices about their involvement
- K11 methods of evaluating support networks, for meeting individual's needs and the longer term evaluation of the network to meet the needs of others
- K12 strategies to promote a stable network and how they can be sustained
- K13 methods of monitoring the performance of the network, and their advantages and disadvantages
- K14 methods of addressing difficulties and conflicts within the network and between the network and other agencies and individuals

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