

Enable individuals to understand and address their difficulties

Overview

This standard is about helping individuals to understand their difficulties, identify options for change and act upon the choices made. The difficulties may have an emotional, practical, behavioural or social source. You need to recognise and acknowledge the complex range of factors that contribute to individuals' difficulties and support individuals to recognise and address these factors. This involves working with individuals in a holistic way, recognising that how individuals behave may reflect the difficulties they are experiencing.

There are two elements

1. Enable individuals to understand their difficulties and identify options for change
2. Enable individuals to take positive action to address their difficulties

Target group

This standard is suitable for those who assist others to understand and address their difficulties, and is particularly suited to those who work within the justice sector.

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Performance criteria

You must be able to:

Enable individuals to understand their difficulties and identify options for change

1. establish with individuals the boundaries of the relationship, including their rights and responsibilities, and your role and responsibilities
2. communicate using techniques appropriate to the individual and their needs
3. encourage an open exchange of views and information, listen actively and encourage questions
4. support individuals to reflect on their difficulties, and express their feelings and responses to their situation
5. encourage individuals to consider the potential impact of these difficulties on themselves, on people significant to individuals, and on people working with individuals
6. support individuals to understand their difficulties through modelling how this can be achieved
7. encourage individuals to value themselves positively, and to recognise their own strengths
8. provide accurate and relevant information to further individuals' understanding of their difficulties and how they might address them
9. identify with individuals the options which are feasible for them, and the advantages and disadvantages of the options
10. help individuals to identify potential obstacles in achieving their desired outcomes and seek ways to address them
11. support individuals to make decisions about their courses of action
12. seek advice and support when team discussion and supervision are appropriate
13. challenge attitudes and behaviour which are abusive, aggressive or discriminatory, whilst taking account of personal safety
14. maintain records, in line with your organisation's requirements
15. communicate information to the relevant people who are entitled to receive it

Enable individuals to take positive action to address their difficulties

16. assist individuals to develop realistic and achievable goals, and to identify how and when they should review their progress towards their goals
17. clarify with individuals the support available to them
18. support individuals in ways which are consistent with their identified needs including the provision of information, resources, access to other services and interventions, where relevant
19. encourage individuals to monitor and review the effectiveness of the

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- strategies they have chosen, including both short and longer term strategies and to make any necessary changes to their approach
20. make contact with relevant others involved in supporting individuals at appropriate times, and encourage them to feedback on the effectiveness of the support available
21. facilitate access to other sources of support to meet individuals' emerging needs, where appropriate

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

1. legal and organisational requirements which relate to supporting individuals to address their difficulties, and their impact for your area of operations
2. legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
3. the role of your organisation and the services which it provides in relation to enabling individuals to understand and address their difficulties
4. organisational 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
5. the limits of your authority and responsibility, and the actions to take if these are exceeded

Working within the justice sector

6. good practice communication techniques relevant to the situation and how to apply them
7. the impact of physical, social, psychological and emotional development upon the behaviour of individuals
8. factors which may be relevant to individuals' difficulties
9. how personal beliefs, preferences and cultural background affect behaviour
10. different ways of providing support to help individuals explore and manage their difficulties and express and explore their feelings
11. methods of identifying and exploring obstacles to change and identifying ways of overcoming obstacles
12. strategies for dealing with difficult situations which have a strong emotional impact
13. why it is important to maintain personal and professional boundaries with individuals and methods of doing this
14. methods of handling situations where there is the potential for conflict between different people
15. methods of evaluating your competence, determining when further support and expertise are needed, and the measures taken to improve competence in this area of work

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