
Overview

This unit is for you if you are required to work with others in networks, either formal or informal, as part of your role. Networks play an important part in providing support, encouraging the spread of good practice and information and enabling professional development.

There are two elements

- 1 Maintain membership of networks
- 2 Exchange information within networks

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Operate within networks

Performance criteria

Maintain membership of networks

You must be able to:

- P1 identify networks that could be used to the benefit of the service
- P2 ensure the networks meet own and the service's criteria for participation
- P3 ensure the networks comply with all relevant legislation, codes of practice, guidelines and ethical requirements
- P4 ensure own contributions to the networks are constructive and effective
- P5 identify and resolve any potential conflict of interest between the network and the service
- P6 maintain personal contacts within the network to ensure effective co-operation
- P7 identify any problems with networks and take appropriate action to address them

Exchange information within networks

You must be able to:

- P8 identify the appropriate people who can exchange information
- P9 ensure the information that is exchanged is accurate and suitable to the purpose for which it is required
- P10 ensure the people are clearly briefed on the exchange of information
- P11 agree a realistic time scale for exchanging the information
- P12 ensure the exchange of information complies with all relevant legislation, codes of practice, guidelines and ethical requirements
- P13 provide suitable feedback on the contribution of the network to the work of the service
- P14 record the information that has been exchanged in the appropriate systems

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Knowledge and understanding

You need to know and understand:

Maintain membership of networks

- K1 what types of network exist
- K2 which networks have been used before
- K3 what the service's criteria are for participation in networks
- K4 the relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- K5 why it is important to comply with different requirements
- K6 what the consequences are of not complying with different requirements
- K7 how to obtain information on the requirements
- K8 how much time should be devoted to the networks
- K9 how to ensure the time is used well
- K10 how to be constructive
- K11 what levels of involvement should occur
- K12 what types of conflict of interest could occur
- K13 what to do when conflicts of interest occur
- K14 who to maintain contact with
- K15 how to reciprocate with others
- K16 what types of problem could occur
- K17 what actions can be taken to address them
- K18 why it is important to address problems
- K19 what the implications are of not addressing the problems

Exchange information within networks

You need to know and understand:

- K20 who can provide information within the network
- K21 what information is required by network members
- K22 what the information is used for
- K23 how to assess the accuracy of the information
- K24 who should know about the exchange of information
- K25 what would be a realistic time scale for the exchange of different types of information
- K26 the relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- K27 why it is important to comply with different requirements
- K28 what the consequences are of not complying with different requirements
- K29 how to obtain information on these requirements
- K30 how feedback has improved the use of networks
- K31 what the systems are for recording the exchange of information and the procedures relating to the use of these
- K32 why it is important to use the systems

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Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

Maintain membership of networks

- active listening
- contributing to discussions
- decision making
- evaluating
- questioning
- presentation
- presenting information

Exchange information within networks

- active listening
- contributing to discussions
- decision making
- evaluating
- questioning
- presentation
- presenting information
- recording and storing information

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