
Overview

This standard requires you to work strategically to develop the capacity and capability of your organisation to meet the needs of existing and potential clients. Meeting the changing needs of clients for inclusive advice services and flexible access is an important part of the service. Doing this successfully requires you to be aware of the potential constraints of contractual obligations and funding criteria as well as the potential target client group of your organisation.

There are two elements

- 1 Review and develop the capacity of the organisation
- 2 Develop flexible access to services for all clients

Develop the capacity of the organisation to meet the needs of clients

Performance criteria

Review and develop the capacity of the organisation

You must be able to:

- P1 analyse information on the advice needs of the population within scope of the organisation or service
- P2 review current and potential capacity of the organisation in terms of strategic policy, including:
 - P2.1 available resources to inform planning for capacity development
- P3 respond to local and national influences and contexts
- P4 work with other organisations and services to review existing advice services of your organisation, and:
 - P4.1 identify potential gaps in provision
- P5 implement plans to maintain and develop the capacity of the organisation to meet needs of existing and potential clients in line with organisational requirements
- P6 develop capabilities of teams and individuals to meet identified needs of clients
- P7 evaluate the results of actions taken to develop the capacity of the organisation
- P8 record actions taken and results using appropriate systems and procedures
- P9 comply with all relevant legislation relating to provision of services, including:
 - P9.1 codes of practice
 - P9.2 guidelines
 - P9.3 ethical requirements

Develop flexible access to the service for all clients

You must be able to:

- P10 analyse information from existing and potential clients on specific needs for access to the service
- P11 address any issues relating to access to the service raised by existing or potential clients
- P12 implement improvements in access within limits of available resources and in line with organisational requirements

Develop the capacity of the organisation to meet the needs of clients

- P13 monitor the ability of the organisation to respond to the needs of clients for access to the service
- P14 evaluate the impact and outcomes of actions taken to develop access in line with organisational requirements
- P15 record all relevant information using appropriate systems and procedures
- P16 comply with all relevant legislation relating to access for clients, including:
 - P16.1 codes of practice
 - P16.2 guidelines
 - P16.3 ethical requirements

Develop the capacity of the organisation to meet the needs of clients

Knowledge and understanding

You need to know and understand:

- K1 how to gather and record information from existing and potential clients
- K2 who may be potential clients
- K3 the types of advice services that clients require
- K4 how to identify clients' needs
- K5 how to review the capacity of the organisation
- K6 contractual and resource criteria that apply to the organisation
- K7 the types of actions that can be taken to
 - K7.1 maintain and build capacity in organisations
 - K7.2 develop the abilities of teams and individuals
- K8 systems and procedures for recording actions and results when building capacity
- K9 the relevant national, local, professional and organisational requirements relating to:
 - K9.1 equal opportunities
 - K9.2 discrimination
 - K9.3 health and safety
 - K9.4 security
 - K9.5 confidentiality
 - K9.6 data protection
 - K9.7 conflicts of interest
- K10 the importance of complying with national, local, professional and organisational requirements
- K11 the range of issues relating to access
- K12 the types of actions that could be appropriate to address access
- K13 existing good practice that could inform potential development of flexible access
- K14 resources available for developing access
- K15 how to monitor and evaluate the impact and outcomes of actions taken
- K16 the importance of monitoring and evaluating the impact and outcomes of actions taken

Additional Information

Skills

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

- 1 questioning
- 2 active listening
- 3 constructive feedback
- 4 analytical
- 5 prioritising
- 6 decision making
- 7 problem solving
- 8 negotiating
- 9 influencing
- 10 coaching
- 11 presenting information, oral and written
- 12 recording and storing information

SFJHF28

Develop the capacity of the organisation to meet the needs of clients

| | |
|---------------------------------|---|
| Developed by | Skills for Justice |
| Version number | 3 |
| Date approved | November 2013 |
| Indicative review date | November 2018 |
| Validity | Current |
| Status | Original |
| Originating organisation | Skills for Justice |
| Original URN | SFJ HF28 |
| Relevant occupations | Legal Advisers; Legal Associate Professionals |
| Suite | Legal Advice |
| Key words | Changing needs; contractual obligations; customer needs; resources; develop access; |