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#### Overview

This standard is about coordinating and managing programmes involving input from and cooperation between several agencies.

#### There are two elements

- 1 Agree action plans to achieve agreed aims
- 2 Coordinate the work of colleagues within your own and within other agencies

#### Target group

This standard is applicable to those whose responsibilities including managing and coordinating projects and programmes involving input from several agencies.

### Performance criteria

*You must be able to:*

#### **Agree action plans to achieve agreed aims**

- P1 check that plans are consistent with the agreed objectives
- P2 balance new ideas against tried and tested solutions to reduce of offending/reoffending
- P3 identify risks associated with the programme and balance these against the desired outcomes
- P4 win the support of key colleagues within your and other relevant agencies
- P5 check that everyone involved is clear about the aims of the programme and have a common purpose
- P6 take account of essential needs, and translate targets into practical, efficient and effective actions
- P7 identify and justify the resources required to achieve the agreed objectives
- P8 check that everyone involved understands the critical aspects of putting the programme into practice and the arrangements for dealing with contingencies
- P9 create a plan that is flexible to meet required needs and complements related areas of work
- P10 develop and assign objectives to people together with the associated resources
- P11 prioritise objectives to meet needs and plan work to make best use of time and resources
- P12 set SMART objectives for yourself and others
- P13 balance agendas and build consensus amongst those involved

#### **Coordinate the work of colleagues within your own and within other agencies**

*You must be able to:*

- P14 provide the required level of support to allow colleagues within your and other agencies to perform efficiently and effectively
- P15 make recommendations which identify good practice and areas for improvement
- P16 inform everyone involved about key issues and the results of putting the programme into practice, within set timescales
- P17 monitor and control the programme so that it achieves the stated objectives in the most effective and efficient way, on time and within the budget
- P18 recognise changes in circumstances and adjust plans and activities accordingly
- P19 monitor and control your plan so that it achieves its overall objectives
- P20 monitor the quality of work and progress against plans and take appropriate action, where necessary

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- P21 find practical and achievable ways to overcome barriers
- P22 keep relevant people informed of plans and developments
- P23 present information concisely and accurately and in ways that promote understanding

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#### Knowledge and understanding

*You need to know and understand:*

- K1 legislation relating to the programmes that you are involved in, and their impact for the work being undertaken
- K2 the role of your agency and the services which it provides
- K3 the role of agencies your organisation works with and the services which they provide
- K4 actual and potential partners, and their strategies and plans
- K5 principles and methods of short to medium-term planning
- K6 the importance of creativity and innovation in operational planning
- K7 how to develop and assign objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
- K8 how to analyse and manage risk
- K9 how to develop and plan for contingencies
- K10 principles and methods of delegation
- K11 how to use resources effectively to achieve objectives
- K12 how to consult with colleagues and other key stakeholders
- K13 how to monitor and control operational plans to achieve their objectives
- K14 the roles and key responsibilities of a programme manager
- K15 principles, processes, tools and techniques for managing programmes
- K16 how to manage, motivate, plan, monitor, and assess people
- K17 how to manage change within programmes
- K18 the agreed key objectives and scope of the programme and the available resources
- K19 colleagues and other key stakeholders, and their needs and expectations
- K20 processes for consultation
- K21 procedures in your organisation for managing finance
- K22 sources of information you can use to monitor and evaluate plans
- K23 procedures for reporting and making recommendations

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