

SFJ HF31

Assess and agree priorities for services and resources



Overview

This standard is about evaluating, prioritising and reviewing demands for services to manage overall workload, and identifying and agreeing the resources required. The workload may be that for an individual worker or be related to the demands on a department or service.

There are three elements

- 1 Assess demands for services
- 2 Negotiate and agree priorities and plans
- 3 Monitor and review services in response to emerging needs and issues

Target group

This standard is applicable to those with responsibility for managing the overall workload of individuals, parts of agencies or for whole agencies.

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Performance criteria

Assess demands for services

You must be able to:

- P1 facilitate relevant people to provide relevant information about their requirements and to alert you to any demands that need immediate attention
- P2 gather relevant information within set timescales from appropriate sources so that the demand for services can be planned effectively
- P3 identify where there is a need to obtain more information and make appropriate arrangements within required timescales
- P4 prioritise identified demands
- P5 communicate to establish and develop rapport and acknowledge the background, work context and area of expertise of those contacted

Negotiate and agree priorities and plans

You must be able to:

- P6 obtain up-to-date information on available resources including staffing, equipment, materials and locations
- P7 use evidence of past practice to predict the range of interventions required and the demands on and the effectiveness of services
- P8 identify and prioritise anticipated future workload
- P9 discuss and agree anticipated future workload with the relevant people, whilst maintaining appropriate confidentiality
- P10 determine the resources accurately that are needed to meet anticipated requirements
- P11 identify any issues relating to the resources required and inform the relevant people, setting out accurately the issues and their consequences
- P12 identify those who are potentially best placed and able to carry out the required work and put in place the necessary arrangements for this to happen
- P13 base decisions on who does what on the best balance which can be achieved between benefit and risk, the resources available and the relative strengths and weaknesses of the work team
- P14 handle any issues over the allocation of work to the benefit of the service and its users
- P15 provide relevant information to those undertaking the work on requirements and the extent of their role

Monitor and review services in response to emerging needs and issues

You must be able to:

- P16 monitor the effectiveness and outcomes of services through regular contact with those providing and using the service, identifying any changes in demand or issues arising
- P17 communicate relevant information to others in time for it to be of use

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- P18 discuss and agree any changes required to work allocations with those involved, and keep others in the team informed of the situation
- P19 inform users of services of any necessary changes using appropriate communications
- P20 base decisions to make changes to services on the evidence of their effectiveness, an evaluation of the level of risk inherent in each option, the resources available and overall priorities
- P21 maintain accurate and complete records of planning and the services delivered

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Knowledge and understanding

You need to know and understand:

Working within the sector

- K1 legislation, guidelines of good practice, charters and service standards which relate to the work being undertaken and the impact of this on the work
- K2 the nature, extent and boundaries of your work role and its relationship to others
- K3 the roles and functions of the principal agencies within your sector
- K4 how your work and work role interacts with others in related services
- K5 the importance of maintaining effective networking relationships with key people in relation to the services which you provide
- K6 the benefits and costs of working collaboratively - across agencies and across disciplines
- K7 the nature and source of demands for relevant services, and the range and nature of information which is available towards evaluating demands
- K8 the nature and range of information on resource levels and the purpose of accessing this prior to decision making
- K9 the extent to which resource levels fluctuate within your area of responsibility and how this affects the service offer
- K10 indicators of significant changes in demands and arising issues
- K11 how to identify the support which different people will need when delivering services
- K12 the purpose of providing those involved in service delivery with information which they need to carry out their work
- K13 how to support those delivering services and enable them to feed back the necessary information
- K14 methods of
 - K14.1 monitoring services
 - K14.2 reviewing their effectiveness
 - K14.3 evaluating whether goals have been met
 - K14.4 modifying subsequent work to meet changing needs
- K15 the principles of effective equality, diversity and anti-discriminatory practice

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