
Overview

This standard is for you if you are responsible for working with young people up to the age of 25 who may be vulnerable and are seeking advice on their legal rights.

There are three elements

- 1 Communicate and engage with young people
- 2 Support young people to express their problems and concerns about their legal rights
- 3 Work with young people to help them find solutions to their legal problems

Engage with young people requiring legal advice

**Performance
criteria**
Communicate and engage with young people**You must be able to:**

- P1 ensure the environment is appropriate for engaging with young people
- P2 communicate with young people using appropriate levels and forms of communication
- P3 establish the identity of clients are in line with organisational requirements
- P4 establish trusting and respectful relationships with young people in line with organisational requirements
- P5 help young people understand the services that you can offer in line with organisational requirements, including:
 - P5.1 limitations of those services
- P6 support young people to engage and commit to tasks of information gathering
- P7 explain to young people the confidentiality policies of your organisations, and;
 - P7.1 when those policies may be breached
- P8 record client details and agreed actions in line with organisational requirements

Support young people to express their problems and concerns about their legal rights**You must be able to:**

- P9 check that young people understand the boundaries of information and advice your organisation can offer
- P10 support young people to identify their problems and concerns about their rights under the law
- P11 help young people to prioritise their problems and concerns they may have about their rights under the law
- P12 confirm with young people your understanding of their problems and concerns about their rights under the law

Work with young people to help them find solutions to their legal problems

You must be able to:

- P13 provide relevant information and advice relating to young people's concerns and issues about their rights under the law using appropriate formats
- P14 confirm that young people understand the information provided
- P15 provide young people with the options available in line with their rights under the law
- P16 support young people to make decisions, and:
 - P16.1 check that young people understand possible consequences of their decisions
- P17 develop action plans relating to their rights under the law
- P18 agree responsibility for next steps with young people in line with organisational requirements

Knowledge and understanding

You need to know and understand:

- K1 what constitutes a suitable environment
- K2 ways of establishing and maintaining trusting relationships
- K3 the importance of establishing who clients are, how this can put advisers in conflict situations with third parties
- K4 the importance of establishing trusting relationships
- K5 the importance of treating young people with respect
- K6 the importance of to avoid asking leading questions
- K7 ways of communicating with young people
- K8 confidentiality procedures of your organisation, and why it is important that young people are made aware of them
- K9 safeguarding policies and procedures of your organisation, and why it is important to follow them
- K10 organisational procedures for recording and storing information
- K11 the range of ways to access services
- K12 the importance of explaining the boundaries and limits of your service
- K13 ways of encouraging young people to express their problems and concerns about their legal rights
- K14 the importance of prioritising multiple problems
- K15 the importance of checking your understanding of the client's situation
- K16 different types of information that could be provided to young people and how to access it
- K17 the importance of checking understanding of young people, and ways of doing this
- K18 the options available to young people in relation to their rights under the law

Additional Information

Skills

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

- 1 questioning
- 2 active listening
- 3 presenting information
- 4 checking understanding
- 5 empathising
- 6 negotiating
- 7 reflecting
- 8 recording and storing information
- 9 constructive feedback

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Engage with young people requiring legal advice

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Originating organisation	Skills for Justice
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Relevant occupations	Legal Advisers; Legal Associate Professionals
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Suite	Legal Advice
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