
Overview

This standard is about providing information and advice to clients with mental health conditions at the point of initial contact with the service. You will establish their needs and expectations of services, research information which is relevant to their situations and provide them with appropriate and accurate legal advice. It includes advising what the next steps should be for clients, including whether to refer clients on to more specialist sources of advice.

Performance

criteria

You must be able to:

- P1 explain to clients the legal advice services you can offer in line with organisational requirements
- P2 check that clients' understanding of legal advice services is consistent with information you have provided
- P3 agree with clients their legal advice requirements in line with relevant legislation, policies and procedures
- P4 agree with clients where situations require immediate action in line with their requirements , and:
 - P4.1 take steps to implement this
- P5 agree next steps with clients in line with their requirements
- P6 explain accurately the organisation's systems and procedures for working with clients
- P7 agree further actions with clients in line with their requirements including:
 - P7.1 procedures
 - P7.2 responsibilities
 - P7.3 time limits
- P8 analyse available client information to assign relevance to their case in line with your professional judgement
- P9 record client details and agreed actions in line with organisational requirements
- P10 review sources of information to assess applicability to clients situations
- P11 check that information obtained enables you to advise clients
- P12 analyse information received from clients and the research process to formulate options in line with clients' needs
- P13 present clients with information and possible options for action in line with organisational requirements
- P14 advise clients on the implications of possible options in line with organisational requirements
- P15 check clients' understanding of the advice offered in line with organisational requirements
- P16 agree actions required by you and clients in line with organisational requirements

Knowledge and understanding

You need to know and understand:

- K1 the key principles of the legislative framework in your jurisdiction relating to clients with mental health conditions
- K2 how to access detailed information on legislative frameworks
- K3 the impact of other legislation on the legislation around mental health conditions
- K4 the key areas of mental illness, and common forms of treatment and medication
- K5 the procedures for compulsory detention, and the rights of appeal
- K6 the benefits relating to clients with mental health conditions and how to help clients to apply for them, including:
 - K6.1 means-tested benefits
 - K6.2 non-means-tested benefits
 - K6.3 contributory benefits
 - K6.4 locally administered welfare schemes
 - K6.5 non contributory benefits
 - K6.6 passported benefits
- K7 the importance of the definitions of physical and mental illness, and the impact of these definitions on benefit entitlement
- K8 how to find out about possible side effects of medication prescribed for mental health conditions
- K9 the provision and location of mental health services in your jurisdiction, including:
 - K9.1 primary care
 - K9.2 specialist care
 - K9.3 secure provision
 - K9.4 services available to particular client groups
- K10 roles and responsibilities of members of the mental health team
- K11 how to assess risks when dealing with clients with mental health conditions
- K12 common terminology used within mental health
- K13 the rights to assessment for clients with mental health conditions and carers

- K14 the procedures in relation to assessment for mental health conditions
- K15 the range of options for the care of those with mental health conditions
- K16 the differences in perceptions of mental health relating to cultural and ethnical norms
- K17 the framework of policy and guidance relating to dual diagnosis and the services available
- K18 local policies relating to:
 - K18.1 the health service framework and care programmes
 - K18.2 social inclusion as it relates to mental health

SFJIB7

Provide first line mental health legal advice

Developed by	Skills for Justice
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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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