

SFJODPS6.5.8

Implement intervention in corporate complex cases



Overview

This unit concerns the implementation of interventions in corporate complex cases. The complexity of cases will be defined by specific parameters for structure, volume of business, case-specific factors and the nature of activities. On occasions, you will be solely responsible/authorized and on others, you will be collaborating with others.

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Performance criteria

You must be able to:

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 confirm the accuracy and completeness of returns, declarations or claims
- P5 confirm the nature of the non-compliance
- P6 establish the level of culpability in accordance with the agreed criteria
- P7 quantify accurately and notify the customer in the appropriate format of any amount due or repayable
- P8 identify and report other suspected areas of non-compliance
- P9 invoke sanctions appropriate to the degree and nature of non-compliance
- P10 make effective use of the organisation's powers and meet the requirements of the timescale
- P11 maintain the requirements of confidentiality, Freedom of Information (FOI), Data Protection and Human Rights Act (HRA)
- P12 monitor the progress of the intervention and update the plan and re-allocate resources in response to changing circumstances
- P13 refer matters beyond your level of authority or expertise to the right person
- P14 record on appropriate databases the nature and outcomes of the intervention according to procedures
- P15 report and quantify the outcome of the intervention, substantiating your conclusions and recommendations from the evidence obtained
- P16 give appropriate advice to the customer that is consistent with your findings

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the legal requirements for health and safety
- K3 your organisation's health and safety requirements
- K4 relevant legislation, policies and codes of practice
- K5 the limits of your authority and powers
- K6 when to refer issues beyond your authority or competence
- K7 restrictions that apply to the dissemination and disclosure of information
- K8 the strengths and specialisms of your team and colleagues
- K9 how to quantify the amounts due or repayable
- K10 how to validate information
- K11 information-sharing protocols
- K12 interviewing techniques
- K13 negotiation techniques
- K14 how to interpret and analyse financial and non-financial information
- K15 any constraints of the timescales

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. complexity of case as defined within parameters for: structure; volume of business; case-specific factors; nature of activities
2. powers: where you are solely responsible/authorized; in collaboration with others
3. non-compliance relating to: ignorance/negligence; error; avoidance/fraud

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