

## SFJODPS6.6.2

### Select corporate complex cases for further action



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#### Overview

This unit concerns selecting complex corporate cases for further action that comply with the risk plan. The complexity of cases will be defined by specific parameters for structure, volume of business, case-specific factors and the nature of activities. You need to prioritize cases that are resource-effective and supply an even distribution of workloads, identifying suitable cases for joint investigations and informing key stakeholders of your plans. You will therefore need to take the wider implications of your selection into account in your decisions.

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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 select cases that comply with the risk plan
- P5 prioritize cases that are resource-effective according to the agreed criteria
- P6 ensure that cases are allocated according to known individual and/or team skills, expertise and time available
- P7 identify suitable cases for joint investigations within the organisation in accordance with the plan
- P8 identify the likelihood of other areas for further action and refer the matter to relevant colleagues
- P9 inform relevant stakeholders of plans that may affect them

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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 the requirements of the risk plan
- K5 how existing legislation works in your own specialism
- K6 the aims and objectives of existing legislation in other specialisms
- K7 the criteria for resource-effectiveness
- K8 the potential impact of other Departmental regimes on the case
- K9 the limits of your expertise and authority
- K10 indicators of non-compliance in your specialism
- K11 how to recognize indicators of non-compliance in other specialisms
- K12 sources of information and/or advice and how to access them
- K13 who the stakeholders are and their business needs
- K14 information-sharing protocols
- K15 what are the relevant proprieties and their requirements (e.g. Human Rights Act (HRA), diversity etc)

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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. resources: skills; time
2. complexity of case as defined within parameters for: structure; volume; nature of activities; risk of non-compliance
3. wider implications: public perception; justifiable complaints; equity of treatment

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<b>Developed by</b>	Skills for Justice
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<b>Version number</b>	1
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<b>Date approved</b>	January 2009
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<b>Indicative review date</b>	January 2011
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<b>Validity</b>	Current
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<b>Status</b>	Original
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<b>Originating organisation</b>	Government Skills
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<b>Original URN</b>	N6.6.2
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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	Operational Delivery - Public Services
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<b>Key words</b>	operational delivery, compliance with risk plan, resource-effectiveness, parameters for complexity, workload distribution, joint investigations, inform stakeholders
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