

## SFJPI1.1

### Work as a team member to deliver public service



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#### Overview

This standard is for individuals working in public service. It is designed to make sure that the individuals work effectively as members of team, carrying out their responsibilities to achieve the team objectives. It is also designed to ensure that individuals understand the basics of team work to achieve their objectives.

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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 treat other team members with courtesy and respect
- P5 offer help to colleagues within the limits of your responsibility
- P6 ask for help from colleagues within the limits of their responsibility
- P7 carry out your responsibilities within the team according to procedures and the requirements of the task
- P8 use feedback to make improvements to individual or team performance
- P9 use the most appropriate method of communication
- P10 work within agreed time schedules and meet team objectives

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### Knowledge and understanding

*You need to know and understand:*

- K1 the requirements of organisational procedures
- K2 the team's objectives
- K3 the limits of your responsibility and of team members
- K4 communication methods and procedures within the organisation and within your team
- K5 the importance of clear communication within the team
- K6 the importance of listening to and respecting all views
- K7 the typical problems that may arise within the team and how to overcome them
- K8 how, when and to whom to report problems beyond your level of responsibility
- K9 the importance of keeping to the agreed time schedules

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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: *f*

1. Communication: one to one; group/team; one to group *f*
2. Task requirements: directed\*; co-operative\*

\*directive: where clear-cut roles have been assigned to individuals

\*co-operative: where no individual roles have been assigned

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<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	Government Skills
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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	NOS for Operational Delivery Processing roles
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<b>Key words</b>	Operational Delivery, Processing, courtesy and respect, team work, time schedules, personal safety, safety of others
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