

SFJPS6.7.2

Manage the case for legal action



Overview

This unit is for individuals working in public service. It is designed to make sure that individuals are able to carry out various tasks effectively to manage the case for legal action. It is also designed to ensure that individuals know and understand how to validate information, manage case records and deal with any change in circumstances.

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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 validate the information you receive
- P5 ensure all documentation is available to proceed to hearing
- P6 ensure information is recorded accurately on the appropriate system
- P7 communicate information and developments in the case unambiguously to interested parties using the correct method
- P8 deal with requests for information and/or action in accordance with organisational procedures
- P9 prioritize your caseload to meet your objectives and targets
- P10 refer cases beyond your authority or competence to the appropriate person
- P11 meet the requirements of the timescale
- P12 adhere to the requirements of confidentiality
- P13 store records securely

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 how to validate information and the information needed to create files (electronic and paper)
- K3 who are the interested parties and their role
- K4 the limits of your authority
- K5 your targets and objectives
- K6 the classification of case timescales and individual case priorities
- K7 how to operate information systems (paper and electronic)
- K8 the requirements of information storage and security
- K9 the importance of maintaining the requirements of confidentiality

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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. Records: paper; electronic
2. Cases: straightforward; complex
3. Hearings: as planned; where there are changes to the plan

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