

Overview

This standard identifies the requirements when managing your time and work to support individuals in the community. This includes identifying time to complete your work with individuals and balancing your duties and responsibilities with their preferences and needs. It also includes identifying and reporting risks and changes in the individuals' preferences and needs.

Performance Criteria

Organise time to enable you to complete work with individuals

You must be able to:

- P1 agree with appropriate people **details of the work activities** to be undertaken
- P2 work with the **individual, key people** and **others** to identify any special requirements you need to take account of when working with the individual
- P3 ensure that you have access to and understand information about any potential **risks** to the individual, key people, yourself and others associated with the work activities you are carrying out in the community
- P4 ensure that you have access to and understand information about any potential health and safety issues associated with the work activities you are carrying out
- P5 ensure that you have contact information for the individual and your **employer**
- P6 ensure your employer has contact information for you and your whereabouts at all times
- P7 organise your time to enable you to complete work activities in a way that meets the individual's preferences and needs
- P8 organise your time to enable you to complete work activities according to legal and work setting requirements
- P9 report any difficulties you have had in completing your work activities within the allotted timescales and according to the individual's preferences and needs
- P10 complete records and reports within confidentiality agreements and according to legal and work setting requirements

Balance your own duties and responsibilities with individuals' needs and preferences

You must be able to:

- P11 work with the individual to identify the preferences they have for the way you carry out your work activities, ensuring that you respect their experiences, expertise and their cultural and religious requirements
- P12 carry out your work activities in ways that respect, value and are responsive to the contribution of key people within the individual's life
- P13 ensure that you work within legal and work setting health and safety **policies and procedures**
- P14 ensure that you do not put yourself, the individual, key people or

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- other people at unnecessary risk
- P15 ensure that you behave in ways that gives the individual confidence in you and your employer
- P16 take full account of the individual's preferences when you agree with them the detail of the work activities
- P17 follow work setting procedures when any **issues** arise which mean the work activities plan needs to be varied

Report risks and changes in the individual's preferences and needs

You must be able to:

- P18 follow work setting policies and procedures in any emergency that requires immediate action
- P19 report changes in the individual's environment, in their preferences and needs or in the support provided
- P20 observe the individual's behaviour, physical health and emotional well-being to identify signs or symptoms that may indicate change
- P21 work in partnership with the individual, key people and others to examine possible reasons for changes
- P22 take action to address immediate concerns
- P23 work in partnership with the individual, key people and others to identify any further actions that may be necessary
- P24 inform appropriate people when the individual, key people, you or others are likely to be put at unnecessary risk
- P25 report to appropriate people or organisations any changes in the individual that might require further action

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Knowledge and understanding

You need to know and understand:

Rights

- K1 Work setting requirements on equality, diversity, discrimination and human rights
- K2 Your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

You need to know and understand:

How you carry out your work

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred/child centred working and the importance of knowing and respecting each child or young person as an individual
- K15 the prime importance of the interests and well-being of children and young people
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your

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work

- K22 how and when you should seek support in situations beyond your experience and expertise

Theory for practice

You need to know and understand:

- K23 the **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

Communication

You need to know and understand:

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

Personal and professional development

You need to know and understand:

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

Health and Safety

You need to know and understand:

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K36 legal requirements, policies and procedures for the security and confidentiality of information

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- K37 work setting requirements for recording information and producing reports including the use of electronic communication
- K38 what confidentiality means
- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

Specific to this NOS

You need to know and understand:

- K41 where to go to access information that will inform you of practice activities
- K42 where and how to access information about individuals, key people and others
- K43 the type of activities that individuals might do that could be injurious to their health and well-being; why these differ for different individuals and the actions to take when you observe such activities

Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Details of the work activities may include what needs to be done, how it should be done, the time that has been allowed, how often, and when you will carry out the work activities and any health, safety or other issues that you have to take into account when carrying out your work activities

Your **employer** may also be the person you support, or someone who employs you on their behalf

The **individual** is the person you support or care for in your work

Issues may include not being able to complete the work activities to time, being requested to carry out additional work activities or the individual wants you to carry out your work activities in ways that differ to those set out by your organisation preferences

Key people are those who are important to an individual and who can make a difference to his or her well-being. Key people may include family, friends, carers and others with whom the individual has a supportive relationship.

Others are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

Policies and procedures are formally agreed and binding ways of working that apply in many settings. Where policies and procedures do not exist, the term includes other agreed ways of working.

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage or destruction to the environment and goods; the possibility of injury and harm to people.

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Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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