

## SCDHSC3123

# Manage your relationship as an employee of the individual you support



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### Overview

This standard applies to social care workers and identifies the requirements when you are employed by an individual who directs their own support. The standard includes developing your understanding of self-directed support and clarifying the rights and responsibilities of your employer and yourself. It addresses the need to establish agreed ways of working. The standard also includes carrying out your role as an employee of the individual and working together for continuous improvement.

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### Performance criteria

#### Develop your understanding of self-directed support

- You must be able to:*
- P1 access sources of information about self-directed support and its potential benefits to individuals
  - P2 clarify your understanding of the links between self-directed support and different types of funding for individualised services
  - P3 clarify your understanding of the values that underpin self-directed support and must inform your work as an employee of the **individual**
  - P4 seek out a source of on-going support to enable you to continue developing your understanding of your work as an employee of the individual

#### Clarify rights and responsibilities within self-directed support

- You must be able to:*
- P5 support the individual to access sources of information and advice about their **responsibilities** as employers, where necessary
  - P6 work with the individual to clarify the rights and responsibilities that you and they have within the working relationship
  - P7 clarify with the individual the limits of the working relationship between you, including professional boundaries and your duty of care towards the individual

#### Establish shared understanding on ways of working

- You must be able to:*
- P8 confirm with the individual the type and level of support you are required to provide in order to meet the individual's preferences and needs
  - P9 establish shared understanding of how **risks** will be managed
  - P10 identify preferred systems for recording or reporting information to each other, **key people** and **others**
  - P11 agree with the individual how decisions affecting your work will be made and how any conflicts will be resolved
  - P12 clarify with the individual any external standards to which you must work
  - P13 establish how your work will be monitored and reviewed
  - P14 agree with the individual how you will access formal or informal supervision and support

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### **Work as an employee of the individual**

*You must be able to:*

- P15 work with the individual to ensure you receive training and development needed to enable you to carry out your work **safely**
- P16 implement agreed ways of working when you carry out your responsibilities
- P17 ensure your actions are always consistent with your role as an employee of the individual

### **Review your working relationship as an employee of the individual**

*You must be able to:*

- P18 participate in agreed systems for monitoring your work
- P19 use agreed supervision and support mechanisms to help you reflect on your practice and your relationship with the individual
- P20 work with the individual and key people to identify where the working relationship is productive and where there may be difficulties or areas for improvement
- P21 implement changes needed to enhance your work and your relationship as an employee of the individual

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### Knowledge and understanding

*You need to know and understand:*

#### Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

#### Your practice

*You need to know and understand:*

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person-centred/child centred working and the importance of knowing and respecting each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

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*You need to know and understand:*

### Theory

- K21 the nature and impact of **factors that may affect the health, wellbeing and development** of individuals you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

*You need to know and understand:*

### Personal and professional development

- K23 principles of reflective practice and why it is important

*You need to know and understand:*

### Communication

- K24 factors that can affect communication and language skills and their development in children, young people adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

*You need to know and understand:*

### Health and Safety

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection in the context of this standard

*You need to know and understand:*

### Safe-guarding

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

*You need to know and understand:*

### Handling information

- K32 legal requirements, policies and procedures for the security and confidentiality of information
- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise confidential information

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*You need to know and understand:*

#### **Specific to this NOS**

- K35 sources of information and advice about self-directed support and the rights and responsibilities of employers and employees
- K36 the values underpinning self-directed support
- K37 funding mechanisms for health and social care and how they relate to self-directed support
- K38 health and safety hazards to consider when working alone

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#### Additional Information

##### Scope/range relating 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.

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

**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

The **responsibilities** of an employer will include those relating to employment law, health and safety, payment and tax

**Risks** take 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

To work **safely** will include consideration of requirements for health and safety and protection/safeguarding

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### Scope/range relating 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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