

SCDSW18

Access resources to support person centred outcomes



Overview

This standard is for social workers working with individuals, families, carers, groups and communities. The role of social workers in accessing resources is often beset with constraints of eligibility, funding, availability and suitability. Creative problem-solving and innovative thinking are crucial skills, not only to maximise scarce resources but also to ensure that services and other resources truly suit the people for whom they have been secured and enable outcomes to be achieved. The standard reflects these considerations and acknowledges the different roles that social workers may need to take when accessing resources

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Performance criteria

You must be able to:

- P1 confirm with the **people** involved the outcomes that **resources** are required to achieve
- P2 carry out **actions** needed to secure agreed resources
- P3 keep people informed of progress in securing resources
- P4 support people to deal with any unexpected or unwelcome news that may arise when securing resources
- P5 agree a way of monitoring and reviewing the use of resources, to meet the needs of both the people involved and the organisation
- P6 provide monitoring information on resources to meet organisational requirements and to inform service planning, commissioning strategies and capacity building
- P7 evaluate the effectiveness of resources in achieving outcomes for people over time

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Knowledge and understanding

You need to know and understand:

- K1 statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K2 the characteristics of the home nation, its language, culture, geography and institutions
- K3 social work as a profession, including historical accounts and contemporary issues
- K4 factors** commonly associated with social work involvement
- K5 principles of positive risk-taking
- K6 techniques for problem solving and innovative thinking
- K7 working in your organisation: principles, procedures and professional practices
- K8 formal requirements for legal and other external processes
- K9 the purpose of working with other professionals and agencies
- K10 the remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K11 the cultural and language context of the individual, family, group or community
- K12 principles of partnership working with individuals, families, carers, groups and communities
- K13 the systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities may participate
- K14 the range of support that may be needed to promote participation
- K15 the potential of individuals to use their personal strengths and resources to achieve change
- K16 the value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K17 the nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these in the context of national policy
- K18 the range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K19 the eligibility criteria for services or funding streams
- K20 the opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K21 the commissioning cycle for provision including opportunities for the commissioning of services by those using them
- K22 the brokerage role in securing services
- K23 how to express written information with accuracy, clarity, relevance

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and an appropriate level of detail

K24 legal and organisational requirements for recording information and producing reports

K25 legal requirements, policies and procedures for the security and confidentiality of information

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Additional Information

Scope/range

Social work practice with individuals, families, carers, groups and communities in a wide range of contexts including statutory and non-statutory social services, community development, criminal justice and educational welfare.

Scope/range related to performance criteria

People may include individuals, families, carers, groups or communities

Resources may include new or existing resources within the individual, the family, personal networks, the wider community or groups; they may be self-directed or externally organised; formal or informal; voluntary, private or statutory services; relating to health, leisure, education, employment or housing; they may be personal, technological or legal

Actions will be those needed to secure the resource yourself or through referral to an appropriate broker or provider; actions must follow organisational guidelines

Scope/range related to knowledge and understanding

Factors may include substance misuse; mental health; frailty; physical ill health; physical disability; learning disability; sensory needs; migration and asylum; poverty; adults or children at risk of harm or abuse; children in need; difficulties around schooling; ethnic or other minority group status; offending behaviour; public protection

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Values

Adherence to the regulatory codes of practice applying to social workers, and the values embedded in them

Skills

- 1 plan courses of action to achieve identified outcomes
- 2 communicate in an open, accurate and understandable way
- 3 adapt communication for a range of audiences
- 4 facilitate each person's use of language and chosen form of communication
- 5 maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 work effectively with those whose views or values conflict with your own
- 7 negotiate with others to achieve agreement in complex situations
- 8 challenge others when necessary, in ways likely to achieve change
- 9 analyse and synthesise complex information
- 10 apply creative thinking to resolve complex problems
- 11 make professional judgements about complex situations
- 12 use your own interpersonal and other skills and knowledge as a resource
- 13 exercise assertiveness, power and authority in ways compatible with social work values
- 14 produce records and reports that meet professional standards
- 15 access and use information and communications technology systems for the collection, storage and dissemination of information
- 16 access and use professional supervision and support in situations beyond your own knowledge or experience

Links to other NOS

This NOS links closely with:
SCD SW14 Plan in partnership to address short and longer term issues
SCD SW 20 Evaluate outcomes of social work practice

External Links

This NOS links with regulatory codes of practice applying to social workers.

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