

SCDSW8

Prepare for social work involvement



Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Inadequate preparation prior to initial social work contact can be disrespectful, a source of frustration and potentially dangerous. The need to be fully prepared must be balanced with an open-mindedness that avoids assumptions and recognises the expertise people have about their own situations, which may or may not have been captured in existing information. The standard addresses how best to gather diverse information (even if incomplete) and use it to plan the best beginning for social work involvement.

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Performance criteria

You must be able to:

- P1 clarify details of the **referral** and any associated risks
- P2 engage appropriately with **others** to access additional information
- P3 investigate legal requirements and organisational procedures with a bearing on the proposed involvement
- P4 research further information that may inform your initial involvement
- P5 reflect on aspects of self that may have an impact on the social work relationship
- P6 **synthesise** all information gathered
- P7 make a professional judgement with support from others about the best form of initial involvement

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Knowledge and understanding

You need to know and understand:

- K1 international legislation, its relationship to UK **policies** and social work practices
- K2 UK Legislation, its relationship to national **policies** and social work practices
- K3 national legislation, its relationship to **policies** and social work practices
- K4 statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K5 the characteristics of the home nation, its language, culture, geography and institutions
- K6 theories underpinning our understanding of human development and factors that affect it
- K7 theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K8 theories of discrimination in contemporary society
- K9 theoretical and research based critiques of the relationships between legislation, **policies** and social work practice
- K10 the nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K11 principles, theories, methods and models of social work intervention and practice
- K12 **factors** commonly associated with social work involvement
- K13 your own background, experiences and practices that may have an impact on your social work practice
- K14 principles of risk assessment and risk management
- K15 working in your organisation: principles, procedures and professional practices
- K16 assessment and planning tools and frameworks
- K17 formal requirements for legal and other external processes

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- K18 the purpose of working with other professional and agencies
- K19 the remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K20 the cultural and language context of the individual, family, group or community
- K21 principles of partnership working with individuals, families, carers, groups and communities
- K22 local multi-disciplinary and organisational procedures for investigating harm or abuse
- K23 types of harm or abuse
- K24 indicators of potential harm or abuse
- K25 common features or perpetrator behaviour
- K26 indicators of hostility, resistance or disguised non-compliance
- K27 legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K28 the potential of individuals to use their personal strengths and resources to achieve change
- K29 the value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K30 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
- K31 the range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K32 the eligibility criteria for services or funding streams
- K33 the opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K34 legal requirements, policies and procedures for the security and confidentiality of information
- K35 principles of reflective practice, critical thinking and learning

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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

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Scope/range related to performance criteria

Referral may be an initial referral from a variety of sources, or the transfer of work to you from a colleague

Others may include individuals, families, carers, groups or communities; and professionals in your own and other organisations

To **synthesise** information is to consider together a range of diverse, complex and possibly conflicting elements of knowledge or information so as to create a coherent whole

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Scope/range related to knowledge and understanding

Policies may include those relating to social care, safe guarding, re-settlement/community re-integration, criminal justice, migration and asylum, education, health, housing, welfare benefits, diversity, discrimination and promoting the independence and autonomy of adults, children, families, groups and communities

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. Manage demands on your own time to prioritise what is important as well as what is urgent
3. Communicate in an open, accurate and understandable way
4. Adapt communications for a range of audiences
5. Facilitate each person's use of language and chosen form of communication
6. Maintain the trust and confidence of individuals, families, carers groups and communities
7. Work effectively with those whose views or values conflict with your own
8. Negotiate with others to achieve agreement in complex situations
9. Apply critical thinking to information from a range of sources
10. Analyse and synthesise complex information
11. Make professional judgements about complex situations
12. Use your own interpersonal and other skills and knowledge as a resource
13. Apply person centred approaches
14. Balance person centred outcomes and the well-being of others
15. Produce records and reports that meet professional standards
16. Access and use information and communications technology systems for the collection, storage and dissemination of information
17. Access and use professional supervision and support in situations beyond your own knowledge or experience

Links to other NOS

This NOS links with SCD SW9 Engage people in social work practice

External Links

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

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