
Overview

This standard is about developing and reviewing joint working arrangements to deliver services to meet user requirements. It is about identifying how you and your organisation can work with internal departments and external agencies and organisations to do this.

Performance criteria

You must be able to:

1. obtain, identify and access accurate and up-to-date information about workers, organisations and agencies who can help you and your organisation to deliver services to meet user requirements
2. identify relevant colleagues from internal departments, and external agencies and organisations with whom you could work jointly to deliver services to meet user requirements
3. identify gaps in experience and expertise within your own organisation and negotiate how these could be filled by colleagues from internal departments, and external agencies and organisations
4. identify areas where the experience and expertise of colleagues from internal departments, and external agencies and organisations could enhance that of you and relevant colleagues within your organisation
5. identify relevant colleagues from internal departments, and external agencies and organisations with whom you could work jointly to deliver services to meet user requirements
6. evaluate and agree with the relevant internal departments, agencies or organisations the need and purpose for developing joint working arrangements
7. contribute to identifying and agreeing how you will work with relevant internal, departments, agencies and organisations, and the roles and responsibilities of these within the joint working agreement, including who should have lead responsibility
8. ensure that any joint working arrangements comply with the relevant legal, regulatory and organisational policies and practices
9. agree strategies to maintain the confidentiality and security of information ensuring they comply with the relevant data protection legislation and organisational requirements, policies and procedures of the relevant internal departments, agencies and organisations
10. contribute to the review of joint working arrangements in accordance with your role and responsibilities
11. work within joint working agreements to make adjustments that will improve the services to meet the requirements of users
12. confirm that any work that you agree to undertake complies with the relevant legal and organisational policies and procedures
13. agree changes with relevant internal departments, agencies and

organisations, where reviews indicate that changes in working practices would improve the services to meet user requirements

Knowledge and understanding

You need to know and understand:

1. the relevant legal and organisational requirements on equality, diversity, discrimination and rights when contributing to the assessment of and actions to deal with the risk of danger, harm and abuse
2. how your organisation must comply with the relevant data protection legislation
3. how differing values and perspectives of relevant internal departments, external agencies and organisations affect joint working arrangements
4. the impact of your organisational structure and culture upon the policy and practice of inter-agency working
5. the relevant codes of practice and conduct, and standards and guidance related to your role and responsibilities and those of relevant internal departments, and external agencies and organisations when developing joint working arrangements
6. the UK and devolved government initiatives which affect your organisational practices when working jointly with relevant internal departments, and external agencies and organisations
7. how to access, evaluate and influence the organisational and workplace policies, procedures and systems for joint working
8. the relevant policies, practices and procedures of other organisations and workers which affect joint working arrangements
9. how and where to access literature, information and support to inform your practice about joint working
10. the physical, emotional and health conditions of the individuals with whom you, relevant colleagues and organisations are working and how these conditions affect the individual's behaviour
11. the use of evidence based practice to justify your actions and decisions and record and report processes and outcomes of your work
12. the ways of negotiating and agreeing joint working arrangements
13. the relevant methods of reviewing joint working agreements to deliver services to meet user requirements
14. why individuals in your own and other organisations need to be informed about changes to established joint working arrangements

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Originating Organisation	Instructus
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Suite	Housing
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