

Overview

This NOS is for community wardens and sets out the skills, knowledge and understanding for you to receive and provide information within communities.

This NOS covers the following activities:

- Receive and provide information within communities

Performance criteria

You must be able to:

1. deal with community members in a fair, polite and open way in line with your organisation's policies and procedures
2. maintain your appearance and behaviour to the standards required by your organisation
3. clarify information you receive using techniques identified in organisational guidelines and training
4. manage situations where community members are distressed or anxious in line with organisational guidelines and training you have undertaken
5. deal with complaints in a constructive manner in line with your organisation's policies and procedures
6. give information to community members at a level and pace which is suitable to them in line with organisational guidelines and training you have undertaken
7. provide information to community members which is clear and relevant to them
8. seek assistance from appropriate people when required to help community members to seek or receive information
9. deliver information at a time and location that is appropriate for the nature of information being provided
10. agree realistic timescales to provide information with community member where an immediate response for information cannot be given
11. refer community members to other relevant individuals or organisations for information which you cannot provide yourself
12. disclose information to people who are authorised to receive it
13. maintain confidentiality of information in line with your organisation's policies and procedures and in accordance with community members' needs
14. maintain accurate, clear and complete records of information received and provided, in line with your organisation's policies and procedures and the requirements of partner organisations

Knowledge and understanding

You need to know and understand:

Legal and organisational requirements

1. current relevant legislation, regulations, codes of practice and guidelines relating to receiving and providing information
2. the importance of maintaining complete, accurate and relevant records, in line with your organisation's policies and procedures and in line with the requirements of partner organisation's
3. your organisation's policies and procedures for recording customers' concerns and complaints
4. the legal framework, principles and practice of equality and diversity in the workplace relevant to working in the community
5. your organisation's policies and procedures with regard to providing information, including procedures for maintaining confidentiality

Information

6. how to minimise the effect of circumstances that prevent information gathering
7. the action to take if information cannot be provided
8. other sources of information which are relevant to community members' needs

Communication

9. how to behave in a manner that encourages positive interaction and communication
10. how and why it is important to use effective communication skills through listening, observation and questioning techniques, whilst receiving information
11. what to do in the case of communication equipment failure
12. the range of communication options available to you

Receive and provide information within communities

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