

Overview

This standard is about providing information and advice to help individuals resume occupational, educational, domestic, leisure or rehabilitation activities, or to identify new activities which will enhance the individual's health and wellbeing. It includes working with the individual, their family and/or carers to agree realistic goals and taking action to achieve the desired activities.

Performance criteria

You must be able to:

1. access and accurately interpret all relevant work instructions and information
2. work safely at all times and in accordance with all relevant legislation, guidelines, policies, procedures and protocols
3. deal promptly and effectively with any problems within your control and report those which cannot be solved
4. identify and minimise hazards and risk in the workplace
5. communicate with the individual and key people at a pace, in a manner and at a level appropriate to the individual's understanding, preferences and needs
6. respect the individual's rights and wishes relating to their privacy, beliefs, and dignity
7. provide support to the individual and carers and ensure health and safety measures are implemented at all times
8. gain valid, informed consent from the individual in accordance with specific procedures
9. refer to any previous assessments of the individual's needs
10. talk with the individual, family members, carers and others to establish an understanding of their values, beliefs and interests
11. actively listen to the individual and respond to their individual needs,
12. familiarise yourself with the physical, psychological and social demands of the individual's desired activities
13. develop a plan and agree objectives in accordance with the individual's ability to undertake desired activities
14. encourage and motivate the individual to help them achieve realistic objectives
15. help the individual recognise coping strategies, including those that have helped them in the past
16. liaise with other agencies and services to ensure information gathered for the individual is current, accurate and appropriate
17. organise activities and identify any resources that will be required for the individual to undertake the activities
18. identify any aids and adaptations that will be required for the individual to undertake desired activities
19. provide the individual with useful contacts and make referrals to other agencies where required
20. review the effectiveness of actions and adapt interventions as necessary, in negotiation with the individual, family and carers
21. complete and store all relevant documentation in accordance with organisational requirements

Knowledge and understanding

You need to know and understand:

1. the current legislation, guidelines, policies, procedures and protocols which are relevant to your work practice and to which you must adhere
2. the scope and limitations of your own competence, responsibilities and accountability as it applies to your job role
3. how to access and interpret all relevant work instructions and information
4. specific procedures for reporting issues which are beyond your competence, responsibilities and accountability
5. the duty to report any acts or omissions that could be unsafe/detrimental to you or others
6. the hazards and risks which may arise during the execution of your work role and how you can minimise these
7. how to adapt communication styles in ways which are appropriate to the needs of the individual
8. the needs of individuals and carers including issues relating to dignity, confidentiality, and privacy
9. organisational management structures, roles, and responsibilities
10. the procedures and methods relating to the coordination of inter-disciplinary and multi-disciplinary teams within and across services
11. how to ask questions, listen carefully and summarise back
12. how to establish an understanding of an individual's values, beliefs and interests
13. how to ensure the health and safety of individuals undertaking desired activities
14. how to set goals that are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
15. how to identify the physical, psychological and social demands of the individual's desired activities
16. the contribution that meaningful occupation/activity can make to an individual's sense of wellbeing
17. how to help individuals identify coping strategies
18. the range of motivations people may have for changing their behaviour and lifestyle, and how to discover their motivations
19. how to obtain and interpret assessments of the individual's needs
20. how to identify any resources or adaptations that will be required for the individual to undertake desired activities
21. the availability and resource implications of local services
22. how to identify exercises that are available to help individuals develop the ability to undertake desired activities
23. basic counselling techniques
24. the bio-psycho-social model of health

25. how to complete and safely store all relevant documentation in accordance with organisational requirements

Support individuals in undertaking their desired activities

Developed by	Skills for Health
Version Number	2
Date Approved	March 2021
Indicative Review Date	April 2026
Validity	Current
Status	Original
Originating Organisation	Skills for Health
Original URN	SFHGEN15
Relevant Occupations	Health and Social Care; Health and Social Services Officers; Health Associate Professionals; Health Professionals; Health, Public Services and Care; Healthcare and Related Personal Services
Suite	General Healthcare
Keywords	Support, individuals, desired