
Overview

This standard is about providing support to individuals who have been through a traumatic experience to manage the effects on their lives.

This assistance goes beyond any initial support they may have received. It involves talking to individuals about what has happened, and how it has affected them, and considering what might enable them to manage their experience. It also involves assessing with individuals the further support that they or their family may need to manage the effects of their experience.

The support considered may range from information, counselling and emotional support to assistance with health care, safety, and protection.

Performance criteria

You must be able to:

1. hold meetings in an appropriate and safe environment for individuals, considering their physical and emotional needs
2. welcome individuals and introduce yourself, whilst reassuring them and encouraging them to be at ease in line with their needs
3. explain your organisation's policy related to confidentiality
4. identify the range of services your organisation can offer
5. check that all persons accompanying individuals understand their role in the process
6. seek advice from others when the individual's distress or reaction indicate a need for further support
7. explore with individuals aspects of their lives affected by their experience and agree the priorities to be addressed
8. respond to the points made, communicating using techniques which suit the needs and abilities of individuals
9. treat individuals with dignity and respect, accepting what they say without making judgements
10. work with individuals to identify what they feel able to manage themselves and where they need support from others
11. review ways forward with individuals which address their needs, welfare and safety and that of any dependents, in line with organisational policies and procedures
12. maintain the safety and wellbeing of individuals where this is under threat in line with organisational policies and procedures
13. discuss next steps and review timelines with individuals and seek, their consent to an agreed course of action
14. assist individuals to decide for themselves the options that would help them best
15. work with individuals to assess their progress in managing their experiences, using appropriate methods and in ways that meet their needs
16. discuss with individuals whether the support and other services they chose are working
17. support individuals to decide if they want to modify or stop the support they are receiving

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18. maintain confidentiality in line with organisational policies and procedures
 19. maintain records in line with organisational policies and procedures

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. the relevant national and local guidelines, policies and procedures available and how and when they should be accessed
3. range of agencies and services you may work with or refer others to
4. organisational requirements related to allowing others to be present in discussions with individuals, and the benefits and disadvantages that the presence of others can create
5. the limits of your authority, responsibility and professional competence
6. types of non-verbal communication including body language
7. different styles and preferences for communication in different cultures
8. different styles and forms of communication and how to adapt them to meet the needs of individuals
9. common barriers to communication and ways to overcome them
10. the impact of crime on individuals
11. how to create an environment that puts individuals at ease
12. how to apply trauma informed practice in your area of work
13. different trauma responses and their impact
14. how to apply a needs led, strength based approach specific to meet the needs of the individual
15. how intersectionality impacts on how an individual experiences services
16. how individuals react to and recover from their experience
17. the nature of secondary victimisation and how this can be prevented
18. how to assess needs and determine the type of services that are necessary to meet them
19. how intersectionality impacts on how an individual experiences services
20. the ways in which stereotyping and discrimination might affect the assessment of individual's needs, and how to guard against this
21. why it is important to involve those with parental responsibilities in work with children and their experiences
22. how to apply for criminal injuries compensation
23. how to access legal advice
23. the options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned

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24. how to maintain clear, accurate and factual records

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