

Overview

This standard is about campaigning and undertaking promotional work regarding the interests of individuals in the community. It includes the work which is required to explain the rights and roles of individuals in the community and addresses how individuals may themselves be involved in representing their interests.

Performance criteria

You must be able to:

1. promote rights which are within statutory, legal and organisational frameworks, using means consistent with your role
2. promote rights that will support the needs of those at risk or in need in the community
3. inform those at risk or in need of their rights according to legal and organisational policies and procedures
4. promote rights that are acceptable to all involved and that meets the needs of individuals
5. monitor the impact of methods used and adjust your approach as necessary
6. work with individuals to evaluate their rights and interests in relation to those of others, ensuring that their rights are consistent with legal and organisational requirements
7. explore the impact on others of pursuing rights and interests with individuals
8. provide information to individuals, ensuring that it is relevant and within agreed boundaries of confidentiality
9. provide support and encouragement to individuals that helps them express themselves clearly, logically and assertively, and respects their rights and interests
10. inform individuals of all arrangements, protocols or requirements in line with organisational policies and procedures
11. make relevant sources of support and assistance known to Individuals in line with organisational policies and procedures
12. provide support to individual's families, friends and community contacts, when they are working to support the individual's interests
13. discuss barriers to the individual's interests and develop methods of dealing with them in line with your organisation's policies and procedures
14. review the individual's representation of their rights and interests, and provide constructive feedback regarding any enhancements, in line with organisational policies and procedures

Knowledge and understanding

You need to know and understand:

1. relevant legislation and organisational policies and procedures that apply to your own organisation for the work being undertaken
2. the importance of adhering to professional codes or standards of practice
3. roles and responsibilities of everyone involved in working with different organisations and communities including agreed boundaries
4. the power and authority of relevant professions, clients, carers, residents and the local community, relevant to promoting the interests of individuals in the community
5. the principles of equal opportunities in employment and service delivery
6. the principles of restorative justice
7. agencies providing information, advice and support on rights, including the remit and responsibilities of organisations in negotiation and conciliation
8. methods of dealing with oppression, disadvantage and discrimination and their relative effectiveness
9. how individual and structural discrimination can undermine and exclude people from exercising their rights and responsibilities
10. potential conflict between the rights and responsibilities of individuals and those in the wider community
11. concepts of empowerment, advocacy, human and civil rights
12. schemes for training those advocating the interests of individuals, including self and community advocacy and local and national sources of support
13. factors affecting the individual towards promoting and representing their own interests and rights, and potential barriers to their doing this
14. information requirements and resources available to individuals in representing themselves and their interests
15. how to communicate with individuals and how to adapt accordingly
16. communication lines between relevant parties
17. how to work within all relevant legal requirements and organisational policies and procedures including child protection and safeguarding requirements
18. how to promote diversity, equality and inclusion through work with individuals
19. how to model pro social behaviour when working with individuals

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Promote the interests of individuals in the community



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