

## Overview

This standard identifies the requirements when supporting individuals in the community. This includes working in partnership with individuals and others, to carry out your work activities in line with their preferences, needs, and risk assessments. It also includes contributing to identifying and reporting any changes in individuals' preferences and needs.

## Performance criteria

### *You must be able to:*

1. identify and agree the roles and responsibilities of yourself and others in supporting individuals in the community
2. work in partnership with individuals and others to identify work activities to be undertaken in the community in line with individual preferences, needs and care or support plan
3. access risk assessment for work activities to support individuals in the community
4. carry out preparations for work activities to support individuals in the community
5. identify yourself and confirm the identity of individuals or others you are supporting in the community
6. carry out your work activities in line with the preferences, needs and risk assessments of individuals
7. support individuals and others to feedback on how work activities carried out in the community met individual's preferences and needs
8. provide your feedback on how work activities carried out in the community met individual's preferences and needs
9. work in partnership with individuals and others to identify good practice and agree any changes to work activities to support individuals in the community
10. contribute to records and reports required to support individuals in the community
11. reflect on how you carried out your roles and responsibilities to support individuals in the community, with feedback from others

## Knowledge and understanding

### *You need to know and understand:*

1. how to access and review information about individuals support needs in the community
2. the influence of neurodivergence and additional needs on the support individuals require in the community
3. the influence of culture and background on individuals support needs in the community
4. how to access and follow the risk assessments for individuals
5. the role of dynamic risk assessments in the community
6. lone working practices for in the community setting
7. how to effectively manage your time when working in the community and where to seek support with any time management issues
8. the effective management of resources when working in the community and the importance of sustainable practices
9. types of digital tools and devices that can support individuals in the community
10. methods to confirm the identity of yourself, individuals and others, and why this is important
11. how to support the independence of individuals daily living in the community
12. the importance of dignity, kindness and compassion when supporting individuals in the community
13. how to support emotional regulation in the community setting
14. how to work in partnership with individuals and others to review and feedback on the support given in the community
15. how changes to individual preferences, conditions and circumstances can impact the support given in the community
16. how to apply trauma informed principles to support individuals in the community
17. the records and reports required for supporting individuals in the community
18. the relevant legal requirements, standards of practice, frameworks and guidance for supporting individuals in the community
19. the workplace requirements on equality, diversity, inclusion, and rights when supporting individuals in the community
20. how to work in partnership with others to support individuals in the community
21. how to respond to issues and concerns that may occur when supporting individuals in the community

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- 22. how your personal experiences and unconscious bias may impact when supporting individuals in the community, and how to address this
- 23. the role of supervision, reflective practice and learning and development in supporting individuals in the community

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## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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