

Overview

This standard identifies the requirements when leading trauma informed practice. It includes recognising that individuals can experience trauma at any stage of their lives, whether in childhood or adulthood. Trauma informed practice requires approaches for inclusive communication, person-centred and relationship-based practices. This includes supporting recovery through safety, trust and collaboration, empowering individuals to have choice and control in their lives. Trauma informed leadership involves creating a workplace culture that embeds ways of working that link past experiences to current behaviours, recognising and reducing barriers created by the impact of trauma, supporting the recovery of individuals and reducing the risks of re-traumatisation.

Performance criteria

You must be able to:

1. access information and resources on trauma informed leadership
2. provide information and resources to support others in developing trauma informed approaches to practice
3. embed the principles of trauma informed practice in workplace practices, systems, environment, and culture
4. work in partnership with individuals and others to recognise the potential impact of their trauma
5. work in collaboration with individuals and others to identify and minimise environmental, psychological and sensory triggers related to the trauma of individuals
6. collaborate with individuals and others to plan, implement, and evaluate outcomes for emotional regulation and recovery, which minimise the risk of re-traumatisation
7. access specialised support required for the recovery of individuals
8. address challenges that impact individuals access to services and person-centred care or support
9. build consistent person-centred relationships with individuals and others and apply the principles of trauma informed practice
10. use language that demonstrates empathy for the impact of trauma on individuals and others
11. lead practice which promotes inclusive communication and meets individual communication support needs, culture, and preferences
12. empower others to implement the principles of trauma informed practice with individuals
13. monitor and audit trauma informed approaches, environments, systems and culture
14. develop a culture of shared responsibility, accountability and teamwork when leading trauma informed practice
15. model in practice calm, patience and adaptability, particularly when under pressure
16. model in practice empathy, active listening and professionalism in all interactions
17. gather, analyse and use feedback from individuals and others and use it to

support evidence-based decisions, share good practice and embed continuous improvement of trauma informed practice

18. lead and create positive and supportive working conditions, and promote workplace wellbeing

19. network with others to share information and develop trauma informed practices, environments, systems and culture

20. complete records and reports required for leading trauma informed practice

21. reflect on how you carried out your roles and responsibilities when leading trauma informed practice

Knowledge and understanding

You need to know and understand:

1. where to access information and resources on trauma informed leadership
2. types of information, resources and support which enable others to work with individuals who have experienced trauma
3. the principles of trauma informed practice and how to use them when leading practice
4. how to lead on the application of trauma informed principles in workplace practices, systems, environments, and culture
5. types of events and experiences that may cause trauma, including adverse childhood experiences
6. the impact of trauma on the brain, body, behaviour and stress responses
7. potential environmental, psychological and sensory triggers related to trauma
8. the prevalence and extent of the impact of trauma on individuals and workplaces
9. how to reduce the risks of re-traumatisation and vicarious trauma
10. the verbal and non-speaking cues that may indicate signs of trauma
11. how to recognise behaviour as a form of communication
12. how to collaborate with individuals and others to plan, implement, and evaluate outcomes for emotional regulation and recovery, which minimise the risk of re-traumatisation
13. how to work in partnership with others and why this is important
14. methods and techniques for developing emotional regulation
15. the influence of neurodivergence and additional needs on individuals who have experienced trauma
16. how to access specialised support and resources for trauma support
17. how to address challenges that impact individuals access to services and person-centred care or support
18. methods of building consistent person-centred relationships with individuals and others
19. how to use active listening, empathy and body language when supporting individuals who have experienced trauma
20. the types of language that demonstrates empathy for the impact of trauma and language that may lead to blame, shame and stigma
21. how to lead on dignity, kindness and compassion in trauma informed practice
22. how to promote the role of community, culture, networks and relationships in

promoting recovery

23. how to lead practice which promotes inclusive communication and meets individual communication support needs, culture, and preferences

24. how to empower others to implement the principles of trauma informed practice with individuals

25. how to lead practice which empowers individuals to build on their strengths and develop a sense of choice, decision making and control in trauma recovery

26. methods of monitoring and auditing trauma informed approaches, environments, systems and cultures

27. methods of monitoring and developing a culture of shared responsibility, accountability and teamwork when leading trauma informed practice

28. the importance of modelling calm, patience and adaptability, particularly when under pressure in practice

29. how to develop trust in your leadership

30. measures to ensure proactive prevention of vicarious and secondary trauma, chronic stress and burnout

31. how to gather, analyse and use feedback to inform evidence-based decisions, share good practice and embed continuous improvement of trauma informed practice

32. how to lead and create positive and supportive working conditions, and promote workplace wellbeing

33. the benefits of networking with others to share information and develop trauma informed practices, environments, systems and culture

34. the role of policies and processes in creating and sustaining trauma informed and responsive services, systems and practices

35. the records and reports required for leading trauma informed practice

36. theories relevant to leading trauma informed practice

37. the relevant legal requirements, standards of practice, frameworks, and guidance for leading trauma informed practice

38. the workplace requirements on equality, diversity, inclusion, and rights when leading trauma informed practice

39. how your personal experiences and unconscious bias may impact when leading trauma informed practice, and how to address this

40. the role of supervision, reflective practice and learning and development in leading trauma informed practice

Glossary

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

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Lead trauma informed practice



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