

Overview

This standard includes the requirements when you are employed by an individual who directs their own support. The standard includes developing your understanding of self-directed support and clarifying the rights and responsibilities of your employer and yourself. It addresses the need to develop your relationship and establish agreed ways of working. The standard also includes carrying out your role as an employee of individuals and working together for continuous improvement.

Performance criteria

You must be able to:

1. establish consent and access information about individuals and self-directed support
2. identify links between self-directed support and different types of funding for individualised services
3. support individuals to access information, resources and advice about their responsibilities as employers
4. work in partnership with individuals and others to identify strengths, abilities and experiences and the type and level of support required to meet their preferences and needs
5. identify and agree the roles, responsibilities and rights of employer and employee in working relationships
6. clarify with individuals the limits of working relationships, professional boundaries, duty of care and standards to which you must work
7. work in partnership to identify and agree how risks will be managed, decisions affecting work will be made and issues will be resolved
8. establish how your work will be monitored and reviewed and how you will access formal or informal supervision and support
9. access learning and development to enable you to carry out your roles and responsibilities
10. implement agreed ways of working and ensure your actions are consistent with your role as employee of individuals you support
11. participate in agreed methods for supervision, support and for monitoring your work
12. work in partnership with individuals and others to identify good practice and address any challenges or required changes
13. complete records and reports required for working as an employee of individuals you support
14. reflect on how you carried out your roles and responsibilities when working as an employee of individuals you support

Knowledge and understanding

You need to know and understand:

1. how to access and review information about individuals and self-directed support
2. the values underpinning self-directed support
3. the different types of funding for self-directed support services
4. the rights and responsibilities of employers and employees
5. the limits of working relationships, professional boundaries and duty of care when working as an employee of individuals you support
6. how to apply trauma informed principles to build relationships working as an employee of individuals you support
7. the types and level of support individuals may need to meet their needs and preferences
8. the influence of neurodivergence and additional needs on working with individuals you support
9. the influence of culture, background and spirituality on working with individuals you support
10. the role relationships, values and behaviour have on the wellbeing of individuals
11. factors that impact relationships and how to address challenges in employer and employee relationships
12. how power can be used and misused in relationships between employer and employee
13. the importance of dignity, kindness and compassion when working with individuals you support
14. how to support emotional regulation in employer and employee relationships
15. why professional communication is important in employer and employee relationships
16. key considerations when lone working in line with workplace procedures
17. ways your work can be monitored and reviewed by the individual as your employer
18. the records and reports required for working as an employee of individuals you support
19. theories relevant to working as an employee of individuals you support
20. the relevant legal requirements, standards of practice, frameworks and guidance for working as an employee of individuals you support

Work as an employee of individuals you support

- 21. the workplace requirements on equality, diversity, inclusion, and rights when working as an employee of individuals you support
- 22. how to work in partnership with others when working as an employee of individuals you support
- 23. how your personal experiences and unconscious bias may impact when working as an employee of individuals you support, and how to address this
- 24. the role of supervision, reflective practice and learning and development in working as an employee of individuals you support

Glossary

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

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Work as an employee of individuals you support

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