

Overview

This standard identifies the requirements for supporting families in communities when they require care or support. This includes developing relationships and working in partnership with families to access information, services and community support which is relevant to the preferences, needs and outcomes of the family.

Performance criteria

You must be able to:

1. recognise the emotional, social, and environmental factors that impact families and respect their collective experiences and perspectives
2. identify and promote the different roles within families and community networks
3. work in partnership with families to identify and agree on expectations, boundaries and outcomes for their care or support
4. encourage families to identify areas of strength, risk and resilience
5. work in partnership with families to plan care or support they need to achieve outcomes
6. work in partnership with families to identify and access available resources, information, services and community support
7. explore with families the motivations for achieving outcomes and the impact of change in their lives
8. support families to set criteria and actions for monitoring and evaluating outcomes
9. agree on how plans will be recorded, shared and who has access to the information
10. support families and others to implement and monitor plans against outcomes
11. work in partnership with families and others to evaluate plans against outcomes
12. recognise and reinforce the efforts, strengths and progression towards outcomes within communities
13. empower families to address challenges in achieving outcomes within communities
14. support families to review the quality of care, support and services
15. identify and address changes to plans and outcomes with families and others
16. complete records and reports required for working with families within communities
17. reflect on how you carried out your roles and responsibilities when working with families within communities

Knowledge and understanding

You need to know and understand:

1. the different roles that individuals may have within families and communities
2. the diverse nature and structure of families, including different background and cultural contexts, and the impact this has on family and community dynamics
3. the type of resources, information, services available to families and how it can be accessed
4. strategies to support families to build community support networks
5. how to apply trauma informed principles when working with families within communities
6. how to use inclusive communication methods to build open, trusting and respectful relationships with families
7. the importance of dignity, kindness, and compassion when working with families within communities
8. the emotional, social, and environmental factors that impact families and communities
9. the role of community connections in supporting social, emotional and economic needs and wellbeing
10. methods of facilitating individual and collective experiences and perspectives
11. the transitions that families may go through within communities
12. the influence of neurodivergence and additional needs on working with families within communities
13. how to support emotional regulation of families within communities
14. the importance of agreeing on expectations, boundaries and outcomes with families
15. the connection between the expectations of families and their understanding of strengths, risks and resilience factors
16. how to use digital tools and devices to work with families within communities
17. the importance of evidence-based practice and use of models or tools in planning, monitoring and evaluating outcomes
18. the benefits of recognising and reinforcing the efforts, strengths and progression of families
19. how to seek support when working with families within communities
20. the records and reports required for working with families within communities
21. theories relevant to working with families within communities

- 22. the relevant legal requirements, standards of practice, frameworks and guidance for working with families within communities
- 23. the workplace requirements for equality, diversity, inclusion, and rights when working with families within communities
- 24. how your personal experiences and unconscious bias may impact when working with families within communities, and how to address this
- 25. the role of supervision, reflective practice and learning and development in working with families within communities

Glossary

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

HSCCLD372



Work with families within communities

Developed by	Skills for Care & Development
Version Number	1
Date Approved	31 Jan 2026
Indicative Review Date	31 Jan 2031
Validity	Current
Status	Original
Originating Organisation	Skills for Care & Development
Original URN	HSCCLD372
Relevant Occupations	Social Care and Childrens Care
Suite	Health and Social Care & Childcare Learning and Development
Keywords	Work with families within communities, Health and Social Care & Children's Care Learning and Development
