

Overview

This standard is about providing support for practitioners. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by community social welfare advice providers and others.

The standard is about agreeing to support other practitioners, promoting the effective practice of practitioners and how to deliver support sessions to them.

Performance criteria

You must be able to:

1. comply with all relevant legal, professional, and organisational policies, procedures and guidelines when providing support for practitioners
2. explore purpose and boundaries of support for practitioners
3. check that supervision of specific practitioners is appropriate
4. review methods for providing support to practitioners
5. identify potential improvements in professional practice that could be made during support sessions
6. identify constraints and issues to be covered in support sessions
7. agree procedures and limits relating to exchange of information and confidentiality adhering to data protection regulations
8. clarify options for resolving issues relating to support of practitioners
9. agree support arrangements with practitioners in line with their needs
10. agree when to review support with practitioners
11. assist practitioners to identify and work within the limits of their competence
12. support practitioners and services to monitor the effectiveness of work with clients
13. intervene, when necessary, in order to maintain practitioners' effectiveness in line with organisational requirements
14. provide practitioners with regular constructive and supportive feedback on their performance
15. take action to resolve issues identified and support practitioners to manage any tensions between work and personal issues in line with their needs
16. support practitioners to reflect on their practice and issues that affect their practice in line with their needs
17. help practitioners to identify specific requirements for support or development in line with their needs
18. record support agreements and session outcomes in line with organisational and legal requirements and professional standards

Knowledge and understanding

You need to know and understand:

1. legislation, codes of practice, organisational policies and procedures in relation to providing support for practitioners
2. the importance of complying with relevant legal, professional and organisational requirements, policies, procedures and guidelines
3. the adaptation of communication styles to suit the needs of practitioners
4. the types of support available to practitioners, the purpose and boundaries of each, and who should receive support and when
5. methods available for providing support, how to review their effectiveness, and when support should be reviewed
6. options for resolving issues and their relative effectiveness
7. how to reach agreements with practitioners
8. limits of practitioners' competence and authority
9. your role and responsibilities and that of others
10. how practitioners monitor work with clients and the criteria used to measure their effectiveness
11. when to intervene to maintain practitioner effectiveness and how to intervene
12. how to provide constructive and supportive feedback
13. tensions that can arise between work and personal issues and your responsibilities in supporting practitioner wellbeing
14. issues requiring immediate attention and actions to take to resolve issues
15. how to obtain information on requirements
16. constraints that could affect support sessions
17. issues that should be covered in support sessions
18. how practitioners can reflect on their practice and the importance of them doing so
19. how to assess the effectiveness of practitioners work and identify areas for development
20. specific support requirements for practitioners and available options for meeting requirements
21. how to offer the appropriate support to practitioners and when to review support sessions
22. improvements that could be made to support sessions
23. organisational and legal recording requirements, including how to store

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recorded information securely

24. workplace requirements on equity, equality, diversity and inclusion.

25. trauma informed principles and safeguarding requirements

Provide support for practitioners

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Relevant Occupations Education and Training, Health, Public Services and Care, Housing Advisors, Public Service Professionals

Suite Advice and Guidance

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