
Overview

This standard is for social workers working with individuals, families, carers, groups and communities. To engage people in exploring and addressing their own circumstances is a vital part of social work practice that weaves through all other aspects of the role. It requires social workers to use their own skills and qualities as resources to build and sustain engagement, sometimes when encountering reluctance or resistance. The standard addresses the central place of communication and creativity in this context, and recognises the potential of people to use their own resourcefulness to achieve change.

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Performance criteria

You must be able to:

- P1 plan how to use communication to secure initial engagement
- P2 use communication skills to establish the social work relationship
- P3 support people to find effective ways to communicate their views, needs and preferences
- P4 develop understanding in others of your own and the organisation's duties and responsibilities
- P5 support people to explore their own circumstances, their existing networks and other resources available to them
- P6 engage people to participate in finding creative ways to achieve change
- P7 work with others to address any hostility or resistance encountered
- P8 appraise the impact of self in sustaining engagement and partnership working
- P9 seek feedback from people on how effective your engagement with them has been
- P10 adjust the way you develop and sustain engagement in the light of reflection and feedback

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Knowledge and understanding

You need to know and understand:

- K1 national legislation, its relationship to **policies** and social work practices
- K2 statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K3 the characteristics of the home nation, its language, culture, geography and institutions
- K4 theories underpinning our understanding of human development and factors that affect it
- K5 theories of discrimination in contemporary society
- K6 the nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K7 principles, theories, methods and models of social work intervention and practice
- K8 **factors** commonly associated with social work involvement
- K9 your own background, experiences and practices that may have an impact on your social work practice
- K10 principles of risk assessment and risk management
- K11 techniques for problem solving and innovative thinking
- K12 principles of conflict management
- K13 the nature of conflict and post-conflict impact on society
- K14 working in your organisation: principles, procedures and professional practices
- K15 assessment and planning tools and frameworks
- K16 formal requirements for legal and other external processes
- K17 the cultural and language context of the individual, family, group or community
- K18 principles of partnership working with individuals, families, carers, groups and communities
- K19 the systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities

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may participate

K20 the range of support that may be needed to promote participation

K21 types of harm or abuse

K22 indicators of potential harm or abuse

K23 common features of perpetrator behaviour

K24 indicators of hostility, resistance or disguised non-compliance

K25 legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities

K26 the potential of individuals to use their personal strengths and resources to achieve change

K27 the value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them

K28 the range of resources available within informal networks, within the wider community, through formal service provision and through innovation

K29 the eligibility criteria for services or funding streams

K30 principles of reflective practice, critical thinking and learning

K31 sources of feedback that may inform reflection on practice and critical thinking

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Additional Information

Scope/range

Social work practice with individuals, families, carers, groups and communities in a wide range of contexts including statutory and non-statutory social services, community development, criminal justice and educational welfare

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Scope/range related to performance criteria

People may be individuals, families, carers, groups or communities

Circumstances will include needs, wider circumstances, associated risks and the implications of these for the people themselves and others

Resources may be new or existing resources within the individual, the family, personal networks, the wider community or groups; they may be self-directed or externally organised; formal or informal; voluntary, private or statutory; they may relate to health, leisure, education, employment or housing; they may be personal, technological or legal. Resources may need to be combined or developed in innovative ways in order to achieve person centred outcomes

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Scope/range related to knowledge and understanding

Policies may include those relating to social care, safe-guarding, re-settlement/community re-integration, criminal justice, migration and asylum, education, health, housing, welfare benefits, diversity, discrimination and promoting the independence and autonomy of adults, children, families, groups and communities

Factors may include substance misuse; mental health; frailty; physical ill health; physical disability; learning disability; sensory needs; migration and asylum; poverty; adults or children at risk of harm or abuse; children in need; difficulties around schooling; ethnic or other minority group status; offending behaviour; public protection

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Values

Adherence to the regulatory codes of practice applying to social workers, and the values embedded in them

Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Manage demands on your own time to prioritise what is important as well as what is urgent
- 3 Communicate in an open, accurate and understandable way
- 4 Adapt communication for a range of audiences
- 5 Facilitate each person's use of language and chosen form of communication
- 6 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 7 Work effectively with those whose views or values conflict with your own
- 8 Negotiate with others to achieve agreement in complex situations
- 9 Analyse and synthesise complex information
- 10 Apply creative thinking to resolve complex problems
- 11 Make professional judgements about complex situations
- 12 Use your own interpersonal and other skills and knowledge as a resource
- 13 Apply person centred approaches
- 14 Balance person centred outcomes and the well-being of others
- 15 Produce records and reports that meet professional standards
- 16 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 17 Access and use professional supervision and support in situations beyond your own knowledge or experience
- 18 Apply critical thinking to reflect on your own practice
- 19 Synthesise knowledge and practice

Links to other NOS

This NOS links with all other Social Work NOS.

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External Links

This NOS links with regulatory codes of practice applying to social workers.

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