

National Occupational Standards for Social Work (2011)

The National Occupational Standards for Social Work (NOS) were revised in 2011 and are published by the UK Commission for Education and Skills. The consultation exercise included people who use services, carers, employers, practitioners, government officials, representatives from further and higher education and from professional bodies.

NOS have numerous uses in the workplace or in the development of the individual. These include defining roles at work, staff recruitment, supervision and appraisal, identifying training or Continuing Professional Development (CPD) needs, and staff planning. They help maintain high quality social care services.

NOS are also a valuable tool to be used as benchmarks for qualifications and the social work degree is based upon the NOS for Social Work.

The Health and Social Care NOS are jointly owned by all the alliance partners within the Sector Skills Councils 'Skills for Care and Development' and 'Skills for Health'. Any reviews of NOS are undertaken jointly by all UK alliance partners. NISCC, is responsible for reviewing and developing of NOS for Health and Social Care to ensure they reflect the needs of the NI social care workforce. We do this with a representative sample of employers and other key stakeholders. All of the completed and approved NOS are kept on the [UK Commission for Employment and Skills \(UKCES\) Standards Database](#). This is easily accessible and allows people to search for the different jobs they are interested in.

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Knowledge and Understanding Compendium for the Social Work NOS 2011

A. Introduction to the Compendium

While the National Occupational Standards for Social Work each address a discrete function within social work practice, the statements of knowledge and understanding within them are by their nature cross-cutting. These statements represent the extensive body of knowledge that underpins social work practice as a whole. Repetition of many items is therefore inevitable across the NOS themselves.

To clarify the relationship between all the knowledge and understanding statements, the following devices have been used:

- This document gathers together all statements of knowledge and understanding used anywhere in the Social Work NOS, grouping them under headings for ease of reference
- The accompanying Knowledge Matrix lists the statements as here and indicates in which NOS each statement is used
- The Matrix shows the number assigned to each statement in individual NOS, as for technical reasons this number varies from one NOS to another
- Within each NOS, the statements occur in the same overall order as in this document

B. The Compendium of Knowledge and Understanding

Policy and legislation

1. International legislation, its relationship to UK policies and social work practices
2. UK legislation, its relationship to national policies and social work practices
3. National legislation, its relationship to policies and social work practices (scope: social care, safeguarding, 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)
4. Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
5. The characteristics of the home nation, its language, culture, geography and institutions

Theory

6. Theories underpinning our understanding of human development and factors that affect it
7. Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
8. Theories of discrimination in contemporary society
9. Theoretical and research based critiques of the relationships between legislation, policies and social work practice

Social work practice

10. Social work as a profession, including historical accounts and contemporary issues
11. The nature, role and mandate of the social work relationship, including professional and ethical boundaries
12. Principles, theories, methods and models of social work intervention and practice
13. Factors commonly associated with social work involvement (scope: 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)
14. Demographic and social trends
15. Your own background, experiences and practices that may have an impact on your social work practice
16. Principles of risk assessment and risk management
17. Principles of positive risk-taking
18. Techniques for problem solving and innovative thinking
19. Principles of conflict management
20. The nature of conflict and post-conflict impact on society

Processes and procedures

21. Working in your organisation: principles, procedures and professional practices
22. Assessment and planning tools and frameworks
23. Formal requirements for legal and other external processes

Multi-disciplinary working

24. The purpose of working with other professionals and agencies
25. The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work

Partnership working

26. The cultural and language context of the individual, family, group or community
27. Principles of partnership working with individuals, families, carers, groups and communities
28. The systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities may participate
29. The range of support that may be needed to promote participation

Safe-guarding

30. Local multi-disciplinary and organisational procedures for investigating harm or abuse
31. Types of harm or abuse
32. Indicators of potential harm or abuse
33. Common features of perpetrator behaviour

34. Indicators of hostility, resistance or disguised non-compliance
35. Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities

Personalisation and resources

36. The potential of individuals to use their personal strengths and resources to achieve change
37. The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
38. The nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these in the context of national policy
39. The range of resources available within informal networks, within the wider community, through formal service provision and through innovation

Commissioning and funding

40. The eligibility criteria for services or funding streams
41. The opportunities afforded by different funding mechanisms including individual budgets and direct payments
42. The commissioning cycle for provision including opportunities for the commissioning of services by those using them
43. The brokerage role in securing services

Handling information

44. How to express written information with accuracy, clarity, relevance and an appropriate level of detail
45. Legal and organisational requirements for recording information and producing reports
46. Legal requirements, policies and procedures for the security and confidentiality of information

Reflective practice

47. Principles of reflective practice, critical thinking and learning
48. Processes and requirements for formal supervision within your own organisation
49. How and when to access informal support in the course of practice
50. Sources of feedback that may inform reflection on practice and critical thinking

KNOWLEDGE MATRIX - SOCIAL WORK NOS 2011

This Matrix must be read in conjunction with the Knowledge Compendium for Social Work NOS

| KNOWLEDGE (NB Some are abbreviated here) | SW 1 | SW 2 | SW 3 | SW 4 | SW 5 | SW 6 | SW 7 | SW 8 | SW 9 | SW 10 | SW 11 | SW 12 | SW 13 | SW 14 | SW 15 | SW 16 | SW 17 | SW 18 | SW 19 | SW 20 | |
|--------------------------------------------------------------------------------------------------------------------------------|------|------|------|------|------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|----|
| 1. International legislation, its relationship to UK policies and social work practices | K1 | | K1 | | | | | K1 | | | K1 | K1 | K1 | | K1 | K1 | | | K1 | | |
| 2. UK legislation, its relationship to national policies and social work practices | K2 | | K2 | | | | | K2 | | | K2 | K2 | K2 | | K2 | K2 | | | K2 | | |
| 3. National legislation, its relationship to policies and social work practices(+scope) | K3 | K1 | K3 | K1 | K1 | K1 | K1 | K3 | K1 | K1 | K3 | K3 | K3 | K3 | K3 | K3 | | | K3 | | |
| 4. Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice | K4 | K2 | K4 | K2 | K2 | K2 | K2 | K4 | K2 | K2 | | K4 | K4 | K4 | K4 | K4 | | K4 | K4 | K4 | |
| 5. The characteristics of the home nation, its language, culture, geography and institutions | K5 | K3 | K5 | K3 | K3 | K3 | K3 | K5 | K3 | K3 | K4 | K5 | K5 | K5 | K5 | K5 | K5 | K1 | K5 | K5 | K5 |
| 6. Theories underpinning our understanding of human development and factors that affect it | K6 | | K6 | K4 | K4 | K4 | | K6 | K4 | K4 | K5 | K6 | K6 | | K6 | | K2 | | K6 | | |

This Matrix must be read in conjunction with the Knowledge Compendium for Social Work NOS

| KNOWLEDGE (NB Some are abbreviated here) | SW 1 | SW 2 | SW 3 | SW 4 | SW 5 | SW 6 | SW 7 | SW 8 | SW 9 | SW 10 | SW 11 | SW 12 | SW 13 | SW 14 | SW 15 | SW 16 | SW 17 | SW 18 | SW 19 | SW 20 |
|------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 7. Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives | K7 | K4 | K7 | K5 | K5 | K5 | K4 | K7 | | K5 | K6 | K7 | K7 | | K7 | K6 | K3 | | K7 | |
| 8. Theories of discrimination in contemporary society | K8 | K5 | K8 | K6 | K6 | K6 | | K8 | K5 | K6 | K7 | K8 | K8 | | K8 | | K4 | | K8 | |
| 9. Theoretical and research based critiques of the relationships between legislation, policies and social work practice | K9 | K6 | K9 | K7 | K7 | | K5 | K9 | | K7 | K9 | K9 | K9 | K6 | K9 | K7 | K5 | | K9 | |
| 10. Social work as a profession, including historical accounts and contemporary issues | K10 | K7 | K10 | | | K7 | | | | K8 | K10 | K10 | | K7 | K10 | K8 | K6 | K7 | K10 | |
| 11. The nature, role and mandate of the social work relationship, including professional and ethical boundaries | K11 | K8 | K11 | K8 | K8 | K8 | | K10 | K6 | K9 | K11 | K11 | K10 | K8 | K11 | K9 | K7 | | K11 | K6 |
| 12. Principles, theories, methods and models of social work intervention and practice | K12 | K9 | K12 | K9 | K9 | K9 | K6 | K11 | K7 | K10 | | K12 | K11 | K9 | K12 | K10 | K8 | | K12 | K7 |

This Matrix must be read in conjunction with the Knowledge Compendium for Social Work NOS

| KNOWLEDGE (NB Some are abbreviated here) | SW 1 | SW 2 | SW 3 | SW 4 | SW 5 | SW 6 | SW 7 | SW 8 | SW 9 | SW 10 | SW 11 | SW 12 | SW 13 | SW 14 | SW 15 | SW 16 | SW 17 | SW 18 | SW 19 | SW 20 |
|---------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| 13. Factors commonly associated with social work involvement e.g. | K13 | K10 | K13 | K10 | K10 | K10 | | K12 | K8 | K11 | K12 | K13 | K12 | K10 | K13 | K11 | K9 | K8 | K13 | K8 |
| 14. Demographic and social trends | K14 | | K14 | | | | | | | | | | | | | | K10 | | K14 | |
| 15. Your own background, experiences and practices that may have an impact on your social work practice | K15 | K11 | K15 | K11 | K11 | | | K13 | K9 | K12 | K13 | K14 | K13 | | K14 | K12 | K11 | | K15 | K9 |
| 16. Principles of risk assessment and risk management | | K12 | K16 | K12 | K12 | K11 | | K14 | K10 | | | K15 | K14 | K11 | K15 | K13 | K12 | | K16 | K10 |
| 17. Principles of positive risk-taking | | | | K13 | K13 | | | | | K13 | K14 | K16 | K15 | K12 | K16 | | K13 | K9 | K17 | K11 |
| 18. Techniques for problem solving and innovative thinking | | K13 | K17 | K14 | K14 | | | | K11 | K14 | K15 | K17 | | K13 | K17 | K14 | K14 | K10 | K18 | K12 |
| 19 Principles of conflict management | | K14 | K18 | | K15 | | | | K12 | K15 | | K18 | K16 | K14 | K18 | K15 | K15 | | K19 | |
| 20. The nature of conflict and post-conflict impact on society | | K15 | | | | | | | K13 | K16 | | | K17 | K15 | K19 | K16 | K16 | | K20 | |
| 21. Working in your organisation: principles, procedures and professional practices | | K16 | K19 | K15 | | K12 | | K15 | K14 | K17 | K16 | K19 | K18 | K16 | K20 | K17 | K17 | K11 | K21 | K13 |

This Matrix must be read in conjunction with the Knowledge Compendium for Social Work NOS

| KNOWLEDGE (NB Some are abbreviated here) | SW 1 | SW 2 | SW 3 | SW 4 | SW 5 | SW 6 | SW 7 | SW 8 | SW 9 | SW 10 | SW 11 | SW 12 | SW 13 | SW 14 | SW 15 | SW 16 | SW 17 | SW 18 | SW 19 | SW 20 |
|---------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 22. Assessment and planning tools and frameworks | | K17 | | K16 | K16 | K13 | K7 | K16 | K15 | | | K20 | K19 | K17 | K21 | | K18 | | K22 | K14 |
| 23. Formal requirements for legal and other external processes | | K18 | | K17 | | K14 | | K17 | K16 | K18 | K17 | K21 | K20 | K18 | K22 | K18 | | K12 | | K15 |
| 24. The purpose of working with other professionals and agencies | | | K20 | K18 | | K15 | | K18 | | K19 | K18 | K22 | K21 | K19 | K23 | K19 | | K13 | | |
| 25. The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work | | | K21 | K19 | | K16 | | K19 | | K20 | K19 | K23 | K22 | K20 | K24 | K20 | | K14 | | |
| 26. The cultural and language context of the individual, family, group or community | | | | | K17 | | | K20 | K17 | K21 | K20 | K24 | K23 | K21 | K25 | K21 | K19 | K15 | K23 | K16 |
| 27. Principles of partnership working with individuals, families, carers, groups and communities | K16 | | K22 | | K18 | K17 | | K21 | K18 | K22 | K21 | K25 | | K22 | K26 | | K20 | K16 | K24 | K17 |
| 28. The systems, processes and procedures of your own and other organisations in which individuals, etc may participate | | | | | | K18 | | | K19 | K23 | K22 | | | K24 | | | | K17 | | |

This Matrix must be read in conjunction with the Knowledge Compendium for Social Work NOS

| KNOWLEDGE (NB Some are abbreviated here) | SW 1 | SW 2 | SW 3 | SW 4 | SW 5 | SW 6 | SW 7 | SW 8 | SW 9 | SW 10 | SW 11 | SW 12 | SW 13 | SW 14 | SW 15 | SW 16 | SW 17 | SW 18 | SW 19 | SW 20 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| 29. The range of support that may be needed to promote participation | | | | | | | | | K20 | K24 | K23 | | | K25 | | | | K18 | | |
| 30. Local multi-disciplinary and organisational procedures for investigating harm or abuse | | K19 | K23 | K20 | K19 | K19 | | K22 | | | | K26 | K24 | | | K22 | K21 | | K25 | |
| 31. Types of harm or abuse | | | | | | | | K23 | K21 | | | K27 | K25 | | | K23 | | | | |
| 32. Indicators of potential harm or abuse | | | | K21 | K20 | | | K24 | K22 | | | K28 | K26 | | | K24 | | | K26 | |
| 33. Common features of perpetrator behaviour | K17 | K20 | K24 | K22 | K21 | | | K25 | K23 | | | K29 | K27 | | | K25 | K22 | | | |
| 34. Indicators of hostility, resistance or disguised non-compliance | K18 | K21 | K25 | K23 | K22 | K20 | | K26 | K24 | | | K30 | K28 | | | K26 | K23 | | K27 | |
| 35. Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities | K19 | K22 | K26 | K24 | K23 | K21 | | K27 | K25 | | | K31 | K29 | K26 | | K27 | | | K28 | K18 |
| 36. The potential of individuals to use their personal strengths and resources to achieve change | K20 | | | K25 | | | | K28 | K26 | K25 | K24 | K32 | | K27 | K27 | | K24 | K19 | K29 | K19 |

This Matrix must be read in conjunction with the Knowledge Compendium for Social Work NOS

| KNOWLEDGE (NB Some are abbreviated here) | SW 1 | SW 2 | SW 3 | SW 4 | SW 5 | SW 6 | SW 7 | SW 8 | SW 9 | SW 10 | SW 11 | SW 12 | SW 13 | SW 14 | SW 15 | SW 16 | SW 17 | SW 18 | SW 19 | SW 20 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| 37. The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them | K21 | | | | | | | K29 | K27 | | K25 | K33 | K30 | K28 | K28 | | K25 | K20 | K30 | K20 |
| 38. The nature of personalisation and personalised services, including self directed support and the role of the social worker in relation to these in the context of national policy | K22 | | | | | | | K30 | | | | K34 | | K29 | K29 | | | K21 | K31 | |
| 39. The range of resources available within informal networks, within the wider community, through formal service provision and through innovation | K23 | | | | | | | K31 | K28 | | | K35 | K31 | K30 | K30 | K28 | | K22 | | |
| 40. The eligibility criteria for services or funding streams | | | | | | | | K32 | K29 | K26 | K26 | | | K31 | K31 | | | K23 | | |
| 41. The opportunities afforded by different funding mechanisms including individual budgets and direct payments | K24 | | | | | | | K33 | | K27 | K27 | | | K32 | K32 | | | K24 | | |

This Matrix must be read in conjunction with the Knowledge Compendium for Social Work NOS

| KNOWLEDGE (NB Some are abbreviated here) | SW 1 | SW 2 | SW 3 | SW 4 | SW 5 | SW 6 | SW 7 | SW 8 | SW 9 | SW 10 | SW 11 | SW 12 | SW 13 | SW 14 | SW 15 | SW 16 | SW 17 | SW 18 | SW 19 | SW 20 |
|-------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| 42. The commissioning cycle for provision including opportunities for the commissioning of services by those using them | | | | | | | | | | | | | | K33 | | | | K25 | | |
| 43. The brokerage role in securing services | | K23 | | | | | | | | K28 | K28 | | | K34 | | | K26 | K26 | | |
| 44. How to express written information with accuracy, clarity, relevance and an appropriate level of detail | | | | K26 | | K22 | K8 | | | K29 | K29 | K36 | K32 | K35 | K33 | K29 | | K27 | K32 | |
| 45. Legal and organisational requirements for recording information and producing reports | | | | K27 | | K23 | K9 | | | | | K37 | K33 | K36 | K34 | K30 | | K28 | K33 | |
| 46. Legal requirements, policies and procedures for the security and confidentiality of information | | | | K28 | | K24 | K10 | K34 | | K30 | K30 | K38 | K34 | | K35 | K31 | | K29 | K34 | |
| 47. Principles of reflective practice, critical thinking and learning | K25 | K24 | K27 | K29 | K24 | K25 | K11 | K35 | K30 | K31 | K31 | K39 | K35 | K37 | K36 | K32 | K27 | | K35 | |
| 48. Processes and requirements for formal supervision within your own organisation | | K25 | K28 | | K25 | | | | | | | | K36 | | | | K28 | | | |

This Matrix must be read in conjunction with the Knowledge Compendium for Social Work NOS

| KNOWLEDGE (NB Some are abbreviated here) | SW 1 | SW 2 | SW 3 | SW 4 | SW 5 | SW 6 | SW 7 | SW 8 | SW 9 | SW 10 | SW 11 | SW 12 | SW 13 | SW 14 | SW 15 | SW 16 | SW 17 | SW 18 | SW 19 | SW 20 |
|--------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| 49. How and when to access informal support in the course of practice | | K26 | K29 | K30 | K26 | K26 | | | | | | | K37 | | K37 | K33 | K29 | | | |
| 50. Sources of feedback that may inform reflection on practice and critical thinking | K26 | K27 | K30 | K31 | K27 | | | | K31 | | | | K38 | | | K34 | K30 | | K36 | |

Skills Compendium for the Social Work NOS 2011

A. Introduction to the Compendium

While the National Occupational Standards for Social Work each address a discrete function within social work practice, they include within them a section identifying skills that are transferable across the different functions. Being transferable, there is much repetition of these skills statements across the suite of NOS.

To clarify the relationship between all the skills statements in the Social Work NOS, the following devices have been used:

- This document gathers together all the skills statements used anywhere in the Social Work NOS, grouping them under headings for ease of reference
- The accompanying Skills Matrix lists the statements as here and indicates in which NOS each statement is used
- The Matrix shows the number assigned to each statement in individual NOS, as for technical reasons this number varies from one NOS to another
- Within each NOS, the statements occur in the same overall order as in this document.

B. The Compendium of Skills

Planning 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

Communication skills

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

Interpersonal skills

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. Challenge others when necessary, in ways likely to achieve change

Thinking skills

10. Apply critical thinking to information from a range of sources
11. Analyse and synthesise complex information
12. Apply creative thinking to resolve complex problems

Professional skills

13. Make professional judgements about complex situations
14. Use your own interpersonal and other skills and knowledge as a resource
15. Apply person centred approaches
16. Balance person centred outcomes and the well-being of others
17. Exercise assertiveness, power and authority in ways compatible with social work values

Information-handling skills

18. Produce records and reports that meet professional standards
19. Access and use information and communications technology systems for the collection, storage and dissemination of information

Learning skills

20. Access and use professional supervision and support in situations beyond your own knowledge or experience
21. Use study skills to plan and undertake learning
22. Use research skills
23. Apply critical thinking to reflect on your own practice
24. Synthesise knowledge and practice

SKILLS MATRIX FOR SOCIAL WORK NOS 2011

This Matrix must be read in conjunction with the Skills Compendium for Social Work NOS

| Skills | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
|-----------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|
| 1. Plan courses of action to achieve identified outcomes | 1 | | 1 | 1 | | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| 2. Manage demands on your own time to prioritise what is important as well as what is urgent | 2 | 1 | 2 | 2 | | | | 2 | 2 | | | | | | | | | | 2 | 2 |
| 3. Communicate in an open, accurate and understandable way | | 2 | | 3 | 1 | 2 | | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 3 |
| 4. Adapt communication for a range of audiences | | | | 4 | 2 | 3 | 1 | 4 | 4 | 3 | 3 | 3 | 3 | 3 | | 3 | 3 | 3 | 4 | 4 |
| 5. Facilitate each person's use of language and chosen form of communication | | | | | 3 | | | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 3 | 4 | 4 | 4 | 5 | 5 |
| 6. Maintain the trust and confidence of individuals, families, carers, groups and communities | | | | | 4 | | | 6 | 6 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | | 6 |
| 7. Work effectively with those whose views or values conflict with your own | | | | 5 | 5 | 4 | | 7 | 7 | 6 | 6 | 6 | 6 | 6 | 5 | 6 | 6 | 6 | 6 | |
| 8. Negotiate with others to achieve agreement in complex situations | | | | 6 | 6 | 5 | | 8 | 8 | 7 | 7 | 7 | | 7 | 6 | 7 | 7 | 7 | | |

SKILLS MATRIX FOR SOCIAL WORK NOS 2011

This Matrix must be read in conjunction with the Skills Compendium for Social Work NOS

| Skills | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
|--------------------------------------------------------------------------------------------|---|---|---|----|----|----|---|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 9. Challenge others when necessary, in ways likely to achieve change | | | | 7 | 7 | 6 | | | | 8 | 8 | 8 | 7 | | 7 | 8 | 8 | 8 | | |
| 10. Apply critical thinking to information from a range of sources | 3 | 3 | 3 | 8 | 8 | 7 | | 9 | | | | 9 | 8 | 8 | | 9 | 9 | | 7 | |
| 11. Analyse and synthesise complex information | 4 | 4 | 4 | 9 | 9 | 8 | | 10 | 9 | | | 10 | 9 | 9 | 8 | 10 | 10 | 9 | 8 | |
| 12. Apply creative thinking to resolve complex problems | | 5 | 5 | 10 | 10 | 9 | | | 10 | | | 11 | 10 | 10 | 9 | 11 | 11 | 10 | | |
| 13. Make professional judgements about complex situations | | | | 11 | 11 | 10 | | 11 | 11 | | | 12 | 11 | 11 | 10 | 12 | 12 | 11 | 9 | |
| 14. Use your own interpersonal and other skills and knowledge as a resource | | | 6 | 12 | 12 | 11 | | 12 | 12 | 9 | 9 | 13 | 12 | 12 | 11 | 13 | 13 | 12 | | 7 |
| 15. Apply person centred approaches | | | 7 | 13 | 13 | 12 | 2 | 13 | 13 | 10 | 10 | 14 | 13 | 13 | 12 | 14 | 14 | | 10 | 8 |
| 16. Balance person centred outcomes and the well-being of others | | | 8 | 14 | 14 | 13 | | 14 | 14 | | | 15 | 14 | 14 | 13 | 15 | 15 | | 11 | |
| 17. Exercise assertiveness, power and authority in ways compatible with social work values | | | 9 | 15 | 15 | 14 | | | | 11 | 11 | | 15 | | 14 | 16 | 16 | 13 | | |

SKILLS MATRIX FOR SOCIAL WORK NOS 2011

This Matrix must be read in conjunction with the Skills Compendium for Social Work NOS

| Skills | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
|-----------------------------------------------------------------------------------------------------------------------------------|---|---|----|----|----|----|---|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 18. Produce records and reports that meet professional standards | | | | 16 | | 15 | 3 | 15 | 15 | 12 | 12 | 16 | 16 | 15 | 15 | 17 | | 14 | 12 | 9 |
| 19. Access and use information and communications technology systems for the collection, storage and dissemination of information | | 6 | | 17 | 16 | 16 | 4 | 16 | 16 | 13 | 13 | 17 | 17 | 16 | 16 | 18 | 17 | 15 | 13 | 10 |
| 20. Access and use professional supervision and support in situations beyond your own knowledge or experience | 5 | 7 | 10 | 18 | 17 | 17 | | 17 | 17 | 14 | 14 | 18 | 18 | 17 | 17 | 19 | 18 | 16 | 14 | 11 |
| 21. Use study skills to plan and undertake learning | 6 | | | | | | | | | | | | | | | | | | | |
| 22. Use research skills | 7 | | | | 18 | | | | | | | | | | | | 19 | | | |
| 23. Apply critical thinking to reflect on your own practice | 8 | 8 | 11 | 19 | 19 | | | | 18 | | | | | | | | 20 | | 15 | |
| 24. Synthesise knowledge and practice | 9 | 9 | 12 | 20 | 20 | | | | 19 | | | | | | | | 21 | | 16 | |

FUNCTIONAL MAP / KEY ROLES FOR SOCIAL WORK NOS

| | |
|--------------------------|-----------------------------------------------------------------------------|
| <u>Key role 1</u> | Maintain professional accountability |
| SW1 | Maintain an up to date knowledge and evidence base for social work practice |
| SW2 | Develop social work practice through supervision and reflection |
| | |
| <u>Key role 2</u> | Practise professional social work |
| SW3 | Manage your role as a professional social worker |
| SW4 | Exercise professional judgement in social work |
| SW5 | Manage ethical issues, dilemmas and conflicts |
| SW6 | Practise social work in multi-disciplinary contexts |
| SW7 | Prepare professional reports and records relating to people |
| | |
| <u>Key role 3</u> | Promote engagement and participation |
| SW8 | Prepare for social work involvement |
| SW9 | Engage people in social work practice |
| SW10 | Support people to participate in decision-making processes |
| SW11 | Advocate on behalf of people |
| | |
| <u>Key role 4</u> | Assess needs, risks and circumstances |
| SW12 | Assess needs, risks and circumstances in partnership with those involved |
| SW13 | Investigate harm or abuse |
| | |
| <u>Key role 5</u> | Plan for person centred outcomes |
| SW14 | Plan in partnership to address short and longer term issues |
| SW15 | Agree risk management plans to promote independence and responsibility |
| SW16 | Agree plans where there is risk of harm or abuse |
| | |
| <u>Key role 6</u> | Take actions to achieve change |
| SW17 | Apply methods and models of social work intervention to promote change |
| SW18 | Access resources to support person centred solutions |
| SW19 | Evaluate outcomes of social work practice |
| SW20 | Disengage at the end of social work involvement |

FUNCTIONAL MAP/KEY ROLES FOR SOCIAL WORK NOS

Key role 1 Maintain professional accountability

SW1 Maintain an up to date knowledge and evidence base for social work practice

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. In order to practise safely and professionally, social workers must continually equip themselves with a body of knowledge and evidence that draws on academic literature, research, local understanding and national legislation relating to their sphere of activity. The standard establishes a planned approach to on-going study and research that will help to secure evidence-based and legally sound social work practice.

SW2 Develop social work practice through supervision and reflection

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. The twin strands of professional supervision and personal reflection are essential to the development of practice and social workers must make effective use of both. These in turn need to be informed by feedback from others, and supplemented with less formal support when this is helpful or necessary. The standard addresses these areas and ensures that new learning is integrated within practice, so as to improve individual practice and contribute to developing the profession as a whole.

Key role 1 Maintain professional accountability

SW1 Maintain an up to date knowledge and evidence base for social work practice

SW1 - Performance criteria - You must be able to:

- P1 Establish your own strategy for maintaining an up to date knowledge and evidence base for social work practice
- P3 Research statutory, legal and procedural requirements and academic literature relating to social work practice
- P4 Analyse the statutory and non statutory powers exercised by social workers and organisations
- P5 Review the outcomes of previous social work practice for individuals, families, groups and communities locally
- P6 Review your own knowledge about issues of equality, fairness, access and anti-discriminatory practice and provision
- P7 **Synthesise** information to understand how evidence-based practice applies in your own role
- P8 Plan, with support, how to integrate current and emerging research into your own practice

SW1 - Knowledge and understanding- You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 Statutory and professional codes, standards, frameworks and guidance, their relationship to social work policy and practice
- K5 The characteristics of the home nation, its language, culture, geography and institutions
- K6 Theories underpinning our understanding of human development and factors that affect it
- K7 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K8 Theories of discrimination in contemporary society
- K9 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K10 Social work as a profession, including historical accounts and contemporary issues
- K11 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K12 Principles, theories, methods and models of social work intervention and practice
- K13 **Factors** commonly associated with social work involvement
- K14 Demographic and social trends
- K15 Your own background, experiences and practices that may have an impact on your social work practice
- K16 Principles of partnership working with individuals, families, carers, groups and communities
- K17 Common features of perpetrator behaviour
- K18 Indicators of hostility, resistance or disguised non-compliance
- K19 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K20 The potential of individuals to use their personal strengths and resources to achieve change
- K21 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K22 The nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these

- K23 The range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K24 The opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K25 Principles of reflective practice, critical thinking and learning
- K26 Sources of feedback that may inform reflection on practice and critical thinking

SW1 Additional Information

SW1 - Scope/range

The evidence base for professional social work includes academic research, government reports, legislation, statutory guidance, required standards of service and other literature relating to humans rights and social work practice with individuals, families, carers, groups and communities in the UK and beyond.

SW1 - Scope/range related to performance criteria

To **synthesise** information is to consider together a range of diverse, complex and possibly conflicting elements of knowledge or information so as to create a coherent whole

SW1 - 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.

SW1 - Values

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

SW1 - 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. Apply critical thinking to information from a range of sources
4. Analyse and synthesise complex information
5. Access and use professional supervision and support in situations beyond your own knowledge or experience
6. Use study skills to plan and undertake learning
7. Use research skills
8. Apply critical thinking to reflect on your own practice

9. Synthesise knowledge and practice

SW1 - Links to other NOS

This NOS underpins all other Social Work NOS.

SW1 - External Links

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

Key role 1 Maintain professional accountability

SW2 Develop social work practice through supervision and reflection

SW2 - Performance criteria - You must be able to:

- P1 Seek **professional supervision** to develop accountable social work practice
- P2 Prepare for formal professional supervision in ways that will maximise its effectiveness
- P3 Access additional sources of support compatible with professional social work principles
- P4 Use feedback from supervision and **other sources** to inform reflection on and evaluation of your social work practice
- P5 Reflect on the cultural context in which you practice and how this impacts upon your work
- P6 Reflect on your own values, beliefs and assumptions and how they impact on your social work practice
- P7 Integrate learning within practice
- P8 Contribute your own knowledge of best practice to the continuing development of the profession

Key role 1 Maintain professional accountability

SW2 Develop social work practice through supervision and reflection

SW2 - 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 social issues from psychological and sociological and criminological perspectives
- K5 Theories of discrimination in contemporary society
- K6 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K7 Social work as a profession, including historical accounts and contemporary issues
- K8 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K9 Principles, theories, methods and models of social work intervention and practice
- K10 **Factors** commonly associated with social work involvement
- K11 Your own background, experiences and practices that may have an impact on your social work practice
- K12 Principles of risk assessment and risk management
- K13 Techniques for problem-solving and innovative thinking
- K14 Principles of conflict management
- K15 The nature of conflict and post-conflict impact on society
- K16 Working in your organisation: principles, procedures and professional practices
- K17 **Assessment and planning tools and frameworks**
- K18 Formal requirements for legal and other external processes
- K19 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K20 Common features of perpetrator behaviour
- K21 Indicators of hostility, resistance or disguised non-compliance
- K22 Legal and statutory powers and responsibilities that may be exercised in order to safeguard

individuals, families, carers, groups and communities

- K23 The brokerage role in securing services
- K24 Principles of reflective practice, critical thinking and learning
- K25 Processes and requirements for formal supervision within your own organisation
- K26 How and when to access informal support in the course of practice
- K27 Sources of feedback that may inform reflection on practice and critical thinking

SW2 - Additional Information

SW2 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.

SW2 Scope/range related to performance criteria

Professional supervision will be in accordance with organisational and professional requirements, designed to supplement and guide critical reflection on work carried out; guide and inform current and future practice and performance; identify continuing professional development needs; manage workload and priorities; manage stress

Other sources may include colleagues from your own and other organisations and disciplines; individuals, families, groups and communities; research.

SW2 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

SW2 Values

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

SW2 Skills

1. Manage demands on your own time to prioritise what is important as well as what is urgent
2. Communicate in an open, accurate and understandable way
3. Apply critical thinking to information from a range of sources
4. Analyse and synthesise complex information
5. Apply creative thinking to resolve complex problems
6. Access and use information and communications technology systems for the collection, storage and dissemination of information
7. Access and use professional supervision and support in situations beyond your own knowledge or experience

8. Apply critical thinking to reflect on your own practice
9. Synthesise knowledge and practice

SW2 Links to other NOS

This NOS underpins all other Social Work NOS.

SW2 External Links

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

FUNCTIONAL MAP/KEY ROLES FOR SOCIAL WORK NOS

Key role 2 Practise professional social work

SW3 Manage your role as a professional social worker

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Social work makes demands not only on social workers' professional knowledge and skill, but also on their personal capacities. The work can affect their personal well-being, both physical and emotional. The standards addresses the need for conscious planning of how best to use time, energy and expertise, how best to stay safe in situations where there is risk, and how to manage the social work role within its various contexts and constraints.

SW4 Exercise professional judgement in social work

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. At the heart of social work practice is the need to make judgements that will impact on the lives of others, sometimes in challenging circumstances or with extreme effects. Independent judgements must be made even when working in person centred ways and in close partnership with others. The standard expresses how social workers must bring to the decision-making process a rigorous and thoughtful analysis of information and its implications, leading to judgements that can be asserted with confidence to ensure that the best interests of those involved are being served.

SW5 Manage ethical issues, dilemmas and conflicts

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. The complex situations encountered by social workers often present issues, dilemmas and conflicts that have a strong ethical dimension. These may arise from tensions between rights and responsibilities, between risk and protection, between assessed need and available resources. The standard addresses the cycle of research, reflection, action and learning in the context of ethical decision-making.

SW6 Practise social work in multi-disciplinary contexts

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Effective multi-disciplinary work is an essential component of social work: the information known to different agencies must be shared to identify those at risk, the skills of different professions must be co-ordinated to benefit those with complex requirements, the resources of different agencies must be pooled to maximise person centred outcomes. The standard addresses the components of multi-disciplinary working while maintaining the distinctive role and contribution of the social worker.

SW7 Prepare professional reports and records relating to people

Overview

This standard is for social workers working with individuals, families, carers, groups and communities, and others whose work involves the preparation of professional reports and records in similar contexts. Reports that will be used when making decisions about people's lives must be accurate, honest, cogently presented and responsibly disseminated. Information technology offers new and effective ways of presenting and sharing information. The standard addresses practices for high quality report-writing, record-keeping and information-sharing in the context of legal, organisational and ethical requirements.

Key role 2 Practise professional social work

SW3 Manage your role as a professional social worker

SW3 Performance criteria - You must be able to:

- P1 Work within the **context** of your own organisation
- P2 Establish the parameters of your own work role and how the responsibilities of others link with these
- P3 Ensure your understanding of **processes** in which you may be involved
- P4 Plan, with support, how to prioritise work in order to use your time effectively
- P5 Take steps to ensure your safety in situations where there is risk of harm to you
- P6 Recognise the effect that work situations may have on your well-being and your practice
- P7 Implement strategies to develop your personal and professional resilience
- P8 Challenge your own assumptions that could lead to discrimination in your practice
- P9 Reflect on the way you manage your role, to ensure continual development and continued professional registration

Key role 2 Practise professional social work

SW3 Manage your role as a professional social worker

SW3 Knowledge and understanding - You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K5 The characteristics of the home nation, its language, culture, geography and institutions
- K6 Theories underpinning our understanding of human development and factors that affect it
- K7 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K8 Theories of discrimination in contemporary society
- K9 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K10 Social work as a profession, including historical accounts and contemporary issues
- K11 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K12 Principles, theories, methods and models of social work intervention and practice
- **K13 Factors** commonly associated with social work involvement
- K14 Demographic and social trends
- K15 Your own background, experiences and practices that may have an impact on your social work practice
- K16 Principles of risk assessment and risk management
- K17 Working in your organisation: principles, procedures and professional practices
- K18 Techniques for problem solving and innovative thinking
- K19 Principles of conflict management
- K20 Working in your organisation: principles, procedures and professional practices
- K21 The purpose of working with other professionals and agencies
- K22 The remit, functions, ethos and responsibilities of disciplines and organisations involved in

multi-disciplinary work

- K23 Principles of partnership working with individuals, families, carers, groups and communities
- **K24** Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K25 Common features of perpetrator behaviour
- K26 Indicators of hostility, resistance or disguised non-compliance
- K27 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K28 Principles of reflective practice, critical thinking and learning
- K29 Processes and requirements for formal supervision within your own organisation
- K30 How and when to access informal support in the course of practice
- K31 Sources of feedback that may inform reflection on practice and critical thinking

SW3 Additional Information

SW3 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.

SW3 Scope/range related to performance criteria

The **context** will include the legal and policy framework of the organisation; its systems, structures and governance arrangements; its culture and ways of working

Processes will include those relating to formal, statutory and legal settings

SW3 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

SW3 Values

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

SW3 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. Apply critical thinking to information from a range of sources
4. Analyse and synthesise complex information
5. Apply creative thinking to resolve complex problems
6. Access and use professional supervision and support in situations beyond your own knowledge

or experience

7. Apply critical thinking to reflect on your own practice
8. Synthesise knowledge and practice

SW3 Links to other NOS

This NOS underpins all other Social Work NOS.

SW3 External Links

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

Key role 2 Practise professional social work

SW4 Exercise professional judgement in social work

SW4 Performance criteria - You must be able to:

- P1 Analyse a range of information that will inform professional decisions about specific complex situations
- P2 Develop a range of options for addressing the situation
- P3 Evaluate the implications of different options for the **people** involved
- P4 Exercise professional judgement to make evidence-based decisions
- P5 Present both verbally and in writing the rationale for your professional judgements
- P6 Justify your professional judgements where others disagree or challenge them
- P7 Challenge judgements of others that appear to conflict with the evidence or to work against people's best interests
- P8 Consider the need to modify your own judgement where new evidence is presented

Key role 2 Practise professional social work

SW4 Exercise professional judgement in social work

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 underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K6 Theories of discrimination in contemporary society
- K7 Theories of discrimination in contemporary society
- K8 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K9 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K10 Principles, theories, methods and models of social work intervention and practice
- K11 **Factors** commonly associated with social work involvement
- K12 Your own background, experiences and practices that may have an impact on your social work practice
- K13 Principles of risk assessment and risk management
- K14 **Principles of positive risk-taking**
- K15 Techniques for problem solving and innovative thinking
- K16 Working in your organisation: principles, procedures and professional practices
- K17 Assessment and planning tools and frameworks
- K18 Formal requirements for legal and other external processes
- K19 The purpose of working with other professionals and agencies
- K20 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K21 Local multi-disciplinary and organisational procedures for investigating 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 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K28 Legal and organisational requirements for recording information and producing reports
- K29 Legal requirements, policies and procedures for the security and confidentiality of information
- K30 Principles of reflective practice, critical thinking and learning
- K31 How and when to access informal support in the course of practice
- K32 Sources of feedback that may inform reflection on practice and critical thinking

SW4 Additional Information

SW4 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.

SW4 Scope/range related to performance criteria

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

SW4 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

SW4 Values

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

SW4 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. Work effectively with those whose views or values conflict with your own
6. Negotiate with others to achieve agreement in complex situations
7. Challenge others when necessary, in ways likely to achieve change
8. Apply critical thinking to information from a range of sources
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. Exercise assertiveness, power and authority in ways compatible with social work values
16. Produce records and reports that meet professional standards
17. Access and use information and communications technology systems for the collection, storage and dissemination of information
18. Access and use professional supervision and support in situations beyond your own knowledge or experience
19. Apply critical thinking to reflect on your own practice
20. Synthesise knowledge and practice

SW4 Links to other NOS

This NOS underpins all other Social Work NOS.

SW4 External Links

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

Key role 2 Practise professional social work

SW5 Manage ethical issues, dilemmas and conflicts

SW5 Performance criteria - You must be able to:

- P1 Recognise ethical issues, dilemmas and conflicts that arise in the course of social work practice
- P2 Review sources of information and knowledge that can inform professional judgements about ethical issues, dilemmas and conflicts
- P3 Reflect on how your own values and experiences may impact on managing ethical issues, dilemmas and conflicts
- P4 Make professional judgements taking account of ethical issues, dilemmas and conflicts
- P5 Support others to understand how ethical considerations may have affected decisions made
- P6 Evaluate outcomes of how you have managed ethical issues, dilemmas and conflicts to inform your future practice

Key role 2 Practise professional social work

SW5 Manage ethical issues, dilemmas and conflicts

SW5 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 underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K6 Theories of discrimination in contemporary society
- K7 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K8 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K9 Principles, theories, methods and models of social work intervention and practice
- **K10 Factors** commonly associated with social work involvement
- K11 Your own background, experiences and practices that may have an impact on your social work practice
- K12 Principles of risk assessment and risk management
- K13 Principles of positive risk-taking
- K14 Techniques for problem solving and innovative thinking
- K15 Principles of conflict management
- K16 Assessment and planning tools and frameworks
- 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 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K20 Indicators of potential harm or abuse
- K21 Common features of perpetrator behaviour
- K22 Indicators of hostility, resistance or disguised non-compliance
- K23 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K24 Principles of reflective practice, critical thinking and learning
- K25 Processes and requirements for formal supervision within your own organisation
- K26 How and when to access informal support in the course of practice
- K27 Sources of feedback that may inform reflection on practice and critical thinking

SW5 Additional Information

SW5 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.

SW5 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

SW5 Values

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

SW5 Skills

- Communicate in an open, accurate and understandable way
- Adapt communication for a range of audiences
- Facilitate each person's use of language and chosen form of communication
- Maintain the trust and confidence of individuals, families, carers, groups and communities
- Work effectively with those whose views or values conflict with your own
- Negotiate with others to achieve agreement in complex situations
- Challenge others when necessary, in ways likely to achieve change
- Apply critical thinking to information from a range of sources
- Analyse and synthesise complex information
- Apply creative thinking to resolve complex problems
- Make professional judgements about complex situations
- Use your own interpersonal and other skills and knowledge as a resource
- Apply person centred approaches
- Balance person centred outcomes and the well-being of others
- Exercise assertiveness, power and authority in ways compatible with social work values
- Access and use information and communications technology systems for the collection, storage and dissemination of information
- Access and use professional supervision and support in situations beyond your own knowledge or experience
- Use research skills
- Apply critical thinking to reflect on your own practice

- Synthesise knowledge and practice

SW5 Links to other NOS

This NOS underpins all other Social Work NOS.

SW5 External Links

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

Key role 2 Practise professional social work

SW6 Practise social work in multi-disciplinary contexts

SW6 Performance criteria - You must be able to:

- P1 Develop collaborative working relationships with professionals from other disciplines
- P2 Uphold the role and function of social work when working in a **multi disciplinary context**
- P3 Develop your understanding of the roles and responsibilities of others involved in multi-disciplinary work
- P4 Ensure that social work principles, codes of practice and values are applied when working with others
- P5 Contribute to identifying and agreeing the goals and objectives of the multi disciplinary work
- P6 Negotiate responsibilities that respect legal, ethical, organisational and professional boundaries in a multi-disciplinary context
- P7 Negotiate agreements on systems for the exchange of information which contribute to the safeguarding and well being of individuals and the wider community
- P8 Apply social work knowledge and skills to deal constructively with disagreements and conflict within multi disciplinary relationships
- P9 Contribute to evaluating the effectiveness of the multi disciplinary work

Key role 2 Practise professional social work

SW6 Practise social work in multi-disciplinary contexts

SW6 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 underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K6 Theories of discrimination in contemporary society
- K7 Social work as a profession, including historical accounts and contemporary issues
- K8 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K9 Principles, theories, methods and models of social work intervention and practice
- **K10 Factors** commonly associated with social work involvement
- K11 Principles of risk assessment and risk management
- K12 Working in your organisation: principles, procedures and professional practices
- K13 Assessment and planning tools and frameworks
- K14 Formal requirements for legal and other external processes
- K15 The purpose of working with other professionals and agencies
- K16 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K17 Principles of partnership working with individuals, families, carers, groups and communities
- K18 The systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities may participate
- K19 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K20 Indicators of hostility, resistance or disguised non-compliance

- K21 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K22 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K23 Legal and organisational requirements for recording information and producing reports
- K24 Legal requirements, policies and procedures for the security and confidentiality of information
- K25 Principles of reflective practice, critical thinking and learning
- K26 How and when to access informal support in the course of practice

SW6 - Additional Information

SW6 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.

SW6 Scope/range related to performance criteria

The **multi disciplinary context** may include any work involving other disciplines whether formal or informal, long term or short term, within or between organisations

SW6 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

SW6 Values

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

SW6 Skills

1. Plan courses of action to achieve identified outcomes
2. Communicate in an open, accurate and understandable way
3. Adapt communication for a range of audiences
4. Work effectively with those whose views or values conflict with your own
5. Negotiate with others to achieve agreement in complex situations
6. Challenge others when necessary, in ways likely to achieve change
7. Apply critical thinking to information from a range of sources
8. Analyse and synthesise complex information
9. Apply creative thinking to resolve complex problems

10. Make professional judgements about complex situations
11. Use your own interpersonal and other skills and knowledge as a resource
12. Apply person centred approaches
13. Balance person centred outcomes and the well-being of others
14. Exercise assertiveness, power and authority in ways compatible with social work values
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

SW6 Links to other NOS

This NOS links with all other Social Work NOS.

SW6 External Links

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

Key role 2 Practise professional social work

SW7 Prepare professional reports and records relating to people

SW7 Performance criteria - You must be able to:

- P1 Use language appropriate to the intended audience to construct professional reports that are analytical and coherent
- P2 Maintain accurate, complete, retrievable, and up-to-date records
- P3 Ensure reports and records can be understood by those who have a right to see them
- P4 Make use of information communication technology that supports information exchange within and across disciplines and organisations
- P5 Ensure that records and reports comply with legal and organisational requirements, balancing the tension between safeguarding, confidentiality and data protection

Key role 2 Practise professional social work

SW7 Prepare professional reports and records relating to people

SW7 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 social issues from psychological, sociological and criminological perspectives
- K5 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K6 Principles, theories, methods and models of social work intervention and practice
- K7 Assessment and planning tools and frameworks
- K8 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K9 Legal and organisational requirements for recording information and producing reports
- K10 Legal requirements, policies and procedures for the security and confidentiality of information
- K11 Principles of reflective practice, critical thinking and learning

SW7 Additional Information

SW7 Scope/range

Social work and related 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.

SW7 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

SW7 Values

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

SW7 Skills

1. Adapt communication for a range of audiences
2. Apply person centred approaches
3. Produce records and reports that meet professional standards
4. Access and use information and communications technology systems for the collection, storage and dissemination of information

SW7 Links to other NOS

This NOS links with all other Social Work NOS.

SW7 External Links

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

FUNCTIONAL MAP/KEY ROLES FOR SOCIAL WORK NOS

Key role 3 Promote engagement and participation

SW8 Prepare for social work involvement

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Inadequate preparation prior to initial social work contact can be disrespectful, a source of frustration and potentially dangerous. The need to be fully prepared must be balanced with an open-mindedness that avoids assumptions and recognises the expertise people have about their own situations, which may or may not have been captured in existing information. The standard addresses how best to gather diverse information (even if incomplete) and use it to plan the best beginning for social work involvement.

SW9 Engage people in social work practice

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.

SW10 Support people to participate in decision-making processes

Overview

This standard is for social workers working with individuals, families, carers, groups and communities, and others who work in similar contexts. Decision-making processes relating to social work or similar contexts are often complex and may be daunting for those caught up in them. Supporting people to participate is of fundamental importance and may take many forms if it is to enable people to be heard rather than spoken for unnecessarily. The standard addresses the process of supporting participation, from assessing people's capacity to speak for themselves to confirming their understanding of the outcomes of their participation. It recognises that support for participation must include challenging barriers and discrimination as well as building people's own capacity to advocate for themselves.

SW11 Advocate on behalf of people

Overview

This standard is for social workers working with individuals, families, carers, groups and communities, and others working in similar contexts. In a particular situation or over a longer period of time, it may be necessary to represent people's views, needs or wishes when they are not in a position to do so for themselves. The standard addresses what is involved in advocating on behalf of others, including the need to consider conflicts of interest, to maximise participation by working closely together throughout, and to ensure that the outcomes of advocacy are fully understood.

Key role 3 Promote engagement and participation

SW8 Prepare for social work involvement

SW8 Performance criteria - You must be able to:

- P1 Clarify details of the **referral** and any associated risks
- P2 Engage appropriately with **others** to access additional information
- P3 Investigate legal requirements and organisational procedures with a bearing on the proposed involvement
- P4 Research further information that may inform your initial involvement
- P5 Reflect on aspects of self that may have an impact on the social work relationship
- P6 **Synthesise** all information gathered
- P7 Make a professional judgement with support from others about the best form of initial involvement

Key role 3 Promote engagement and participation

SW8 Prepare for social work involvement

SW8 Knowledge and understanding- You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK Legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K5 The characteristics of the home nation, its language, culture, geography and institutions
- K6 Theories underpinning our understanding of human development and factors that affect it
- K7 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K8 Theories of discrimination in contemporary society
- K9 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K10 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K11 Principles, theories, methods and models of social work intervention and practice
- K12 Factors commonly associated with social work involvement
- K13 Your own background, experiences and practices that may have an impact on your social work practice
- K14 Principles of risk assessment and risk management
- K15 Working in your organisation: principles, procedures and professional practices
- K16 Assessment and planning tools and frameworks
- K17 Formal requirements for legal and other external processes
- K18 The purpose of working with other professional and agencies
- K19 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K20 The cultural and language context of the individual, family, group or community
- K21 Principles of partnership working with individuals, families, carers, groups and communities
- K22 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K23 Types of harm or abuse
- K24 Indicators of potential harm or abuse
- K25 Common features or perpetrator behaviour
- K26 Indicators of hostility, resistance or disguised non-compliance
- K27 Legal and statutory powers and responsibilities that may be exercised in order to safeguard

individuals, families, carers, groups and communities

- K28 The potential of individuals to use their personal strengths and resources to achieve change
- K29 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K30 The nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these in the context of national policy
- K31 The range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K32 The eligibility criteria for services or funding streams
- K33 The opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K34 Legal requirements, policies and procedures for the security and confidentiality of information
- K35 Principles of reflective practice, critical thinking and learning

SW8 Additional Information

SW8 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.

SW8 Scope/range related to performance criteria

Referral may be an initial referral from a variety of sources, or the transfer of work to you from a colleague

Others may include individuals, families, carers, groups or communities; and professionals in your own and other organisations

To **synthesise** information is to consider together a range of diverse, complex and possibly conflicting elements of knowledge or information so as to create a coherent whole

SW8 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

SW8 Values

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

SW8 Skills

- K1. Plan courses of action to achieve identified outcomes
- K2. Manage demands on your own time to prioritise what is important as well as what is urgent
- K3. Communicate in an open, accurate and understandable way

- K4. Adapt communications for a range of audiences
- K5. Facilitate each person's use of language and chosen form of communication
- K6. Maintain the trust and confidence of individuals, families, carers groups and communities
- K7. Work effectively with those whose views or values conflict with your own
- K8. Negotiate with others to achieve agreement in complex situations
- K9. Apply critical thinking to information from a range of sources
- K10. Analyse and synthesise complex information
- K11. Make professional judgements about complex situations
- K12. Use your own interpersonal and other skills and knowledge as a resource
- K13. Apply person centred approaches
- K14. Balance person centred outcomes and the well-being of others
- K15. Produce records and reports that meet professional standards
- K16. Access and use information and communications technology systems for the collection, storage and dissemination of information
- K17. Access and use professional supervision and support in situations beyond your own knowledge or experience

SW8 Links to other NOS

This NOS links with SCD SW9 Engage people in social work practice

SW8 External Links

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

Key role 3 Promote engagement and participation

SW9 Engage people in social work practice

SW9 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

Key role 3 Promote engagement and participation

SW9 Engage people in social work practice

SW9 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 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

SW9 Additional Information

SW9 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.

SW9 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

SW9 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

SW9 Values

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

SW9 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

SW9 Links to other NOS

This NOS links with all other Social Work NOS.

SW9 External Links

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

Key role 3 Promote engagement and participation

SW10 Support people to participate in decision-making processes

SW10 Performance criteria - You must be able to:

- P1 Assess people's capacity to navigate systems and make their voices heard
- P2 Agree the level and nature of your own contribution in supporting people to participate in decision-making processes
- P3 Ensure literature and documentation is made available to people in their preferred language and format
- P4 Support people to understand the concepts of power and empowerment in different situations
- P5 Explain processes and procedures to enable people to participate as fully as possible
- P6 Work with people to build their capacity to advocate for themselves
- P7 Carry out your agreed role to support participation in decision-making processes
- P8 Confirm people's understanding of the outcomes of their participation and any decisions made
- P9 Identify any prejudice and discrimination encountered
- P10 Promote social justice by challenging systems or processes that present barriers to people's participation
- P11 Review the effectiveness of support provided

Key role 3 Promote engagement and participation

SW10 Support people to participate in decision-making processes

SW10 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 underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K6 Theories of discrimination in contemporary society
- K7 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K8 Social work as a profession, including historical accounts and contemporary issues
- K9 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K10 Principles, theories, methods and models of social work intervention and practice
- K11 **Factors** commonly associated with social work involvement
- K12 Your own background, experiences and practices that may have an impact on your social work practice
- K13 Principles of positive risk-taking
- K14 Techniques for problem solving and innovative thinking
- K15 Principles of conflict management
- K16 The nature of conflict and post-conflict impact on society
- K17 Working in your organisation: principles, procedures and professional practices
- K18 Formal requirements for legal and other external processes

- K19 The purpose of working with other professionals and agencies
- K20 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K21 The cultural and language context of the individual, family, group or community
- K22 Principles of partnership working with individuals, families, carers, groups and communities
- K23 The systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities may participate
- K24 The range of support that may be needed to promote participation
- K25 The potential of individuals to use their personal strengths and resources to achieve change
- K26 The eligibility criteria for services or funding streams
- K27 The opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K28 The brokerage role in securing services
- K29 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K30 Legal requirements, policies and procedures for the security and confidentiality of information
- K31 Principles of reflective practice, critical thinking and learning

SW10 Additional Information

SW10 Scope/range

Social work and related 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.

SW10 Scope/range related to performance criteria

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

Capacity may encompass both legal definitions of 'mental capacity' and more broadly defined concepts of capacity to participate

Your own contribution may include assisting people to access independent advocacy; attending meetings alongside; assisting to complete paperwork; etc

Decision-making processes may include case conferences, multi-disciplinary meetings, housing or benefit claims or reviews, court appearances.

Systems or processes may include those in your own organisation or in other organisations, the legal system, the benefits systems, institutions, or wider society

SW10 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

SW10 Values

Adherence to the regulatory Codes of Practice applying to social workers, and the values embedded in them

SW10 Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way
- 3 Adapt communication for a range of audiences
- 4 Facilitate each person's use of language and chosen form of communication
- 5 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 Work effectively with those whose views or values conflict with your own
- 7 Negotiate with others to achieve agreement in complex situations
- 8 Challenge others when necessary, in ways likely to achieve change
- 9 Use your own interpersonal and other skills and knowledge as a resource
- 10 Apply person centred approaches
- 11 Exercise assertiveness, power and authority in ways compatible with social work values
- 12 Produce records and reports that meet professional standards
- 13 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 14 Access and use professional supervision and support in situations beyond your own knowledge or experience

SW10 Links to other NOS

This NOS links closely with:

SCD SW 9 Engage people in social work practice

SCD SW 11 Advocate on behalf of people

SW10 External Links

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

Key role 3 Promote engagement and participation

SW11 Advocate on behalf of people

SW11 Performance criteria- You must be able to:

- P1 Establish if people require you to advocate for them in specific situations
- P2 Clarify with people the desired outcomes of the advocacy and other possible outcomes
- P3 Support people to participate to the extent that they are able
- P4 Make professional judgements about any potential conflicts of interest that may arise if you act as advocate
- P5 Collaborate with people to prepare a case that represents their best interests
- P6 Make representation to achieve desired outcomes
- P7 Communicate outcomes of the advocacy in ways that can be understood
- P8 Review the effectiveness of advocacy

Key role 3 Promote engagement and participation

SW11 Advocate on behalf of people

SW11 Knowledge and understanding - You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 The characteristics of the home nation, its language, culture, geography and institutions
- K5 Theories underpinning our understanding of human development and factors that affect it
- K6 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K7 Theories of discrimination in contemporary society
- K8 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K9 Social work as a profession, including historical accounts and contemporary issues
- K10 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K11 **Factors** commonly associated with social work involvement
- K12 Your own background, experiences and practices that may have an impact on your social work practice
- K13 Principles of positive risk-taking
- K14 Techniques for problem solving and innovative thinking
- K15 Working in your organisation: principles, procedures and professional practices
- K16 Formal requirements for legal and other external processes
- K17 The purpose of working with other professionals and agencies
- K18 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K19 The cultural and language context of the individual, family, group or community
- K20 Principles of partnership working with individuals, families, carers, groups and communities
- K21 The systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities may participate
- K22 The range of support that may be needed to promote participation
- K23 The potential of individuals to use their personal strengths and resources to achieve change
- K24 The value and role of family networks, communities and groups in achieving positive outcomes,

and ways to develop them

- K25 The eligibility criteria for services or funding streams
 - K26 The opportunities afforded by different funding mechanisms including individual budgets and direct payments
 - K27 The brokerage role in securing services
 - K28 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
 - K29 Legal requirements, policies and procedures for the security and confidentiality of information
 - K30 Principles of reflective practice, critical thinking and learning
- K18.

SW11 Additional Information

SW11 Scope/range

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

SW11 Scope/range related to performance criteria

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

SW11 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

SW11 Values

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

SW11 Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way
- 3 Adapt communication for a range of audiences
- 4 Facilitate each person's use of language and chosen form of communication
- 5 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 Work effectively with those whose views or values conflict with your own
- 7 Negotiate with others to achieve agreement in complex situations
- 8 Challenge others when necessary, in ways likely to achieve change
- 9 Use your own interpersonal and other skills and knowledge as a resource
- 10 Apply person centred approaches
- 11 Exercise assertiveness, power and authority in ways compatible with social work values

- 12 Produce records and reports that meet professional standards
- 13 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 14 Access and use professional supervision and support in situations beyond your own knowledge or experience

SW11 Links to other NOS

This NOS links closely with: SCD SW 10 Support people to participate in decision-making processes

SW11 External Links

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

FUNCTIONAL MAP/KEY ROLES FOR SOCIAL WORK NOS

Key role 4 **Assess needs, risks and circumstances**

SW12 Assess needs, risks and circumstances in partnership with those involved

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Assessment is a distinctive professional activity within social work. Accurate, comprehensive and person centred assessment helps to ensure that consequent social work involvement will truly fit people's lives and circumstances, and planning cannot begin until assessment is complete. Assessment of risk is an important feature of the process (though not the only one) and tensions may arise between rights and responsibilities in relation to this. The standard recognises that people are experts about their own lives and that information held by others, including those in other agencies or disciplines, also has a crucial role to play in building a holistic assessment.

SW13 Investigate harm or abuse

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Investigating harm or abuse is a complex and demanding activity which has at its heart the safe-guarding of a vulnerable adult, young person or child. It involves working closely with other disciplines and agencies; exercising professional assertiveness in situations where there may be overt or covert hostility; making difficult judgements; and developing options for action which may have far-reaching consequences. All this must be done in the context of legal, organisational and other binding requirements. The standard covers these aspects and highlights the need to maintain a focus on the person who is at risk, whatever others needs or issues may come to light during the investigation process.

Key role 4 Assess needs, risks and circumstances

SW12 Assess needs, risks and circumstances in partnership with those involved

SW12 Performance criteria - You must be able to:

- P1 Listen to **people's** own accounts of their situation
- P2 Work holistically with people to enable them to identify, clarify and express their strengths, **needs** and expectations
- P3 Identify obstacles that create limitations for people
- P4 Assist people to identify what would help them build on their own strengths, abilities and achievements
- P5 Work with others to gather further information relevant to the assessment
- P6 Work with people to identify any **risks** associated with their situation
- P7 Analyse the nature, level, urgency and implications of any risks identified, in compliance with legal and other requirements
- P8 Assess the balance of people's rights and responsibilities in relation to any risks identified
- P9 Make professional judgements about needs, risks and protective factors to inform planning
- P10 Record assessment information accurately and in accordance with organisational requirements

Key role 4 Assess needs, risks and circumstances

SW12 Assess needs, risks and circumstances in partnership with those involved

SW12 Knowledge and understanding - You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K5 The characteristics of the home nation, its language, culture, geography and institutions
- K6 Theories underpinning our understanding of human development and factors that affect it
- K7 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K8 Theories of discrimination in contemporary society
- K9 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K10 Social work as a profession, including historical accounts and contemporary issues
- K11 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K12 Principles, theories, methods and models of social work intervention and practice
- K13 **Factors** commonly associated with social work involvement
- K14 Your own background, experiences and practices that may have an impact on your social work practice
- K15 Principles of risk assessment and risk management
- K16 Principles of positive risk-taking
- K17 Techniques for problem solving and innovative thinking
- K18 Principles of conflict management
- K19 Working in your organisation: principles, procedures and professional practices
- K20 Assessment and planning tools and frameworks
- K21 Formal requirements for legal and other external processes

- K22 Multi-disciplinary working
- K23 The purpose of working with other professionals and agencies
- K24 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K25 The cultural and language context of the individual, family, group or community
- K26 Principles of partnership working with individuals, families, carers, groups and communities
- K27 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K28 Types of harm or abuse
- K29 Indicators of potential harm or abuse
- K30 Common features of perpetrator behaviour
- K31 Indicators of hostility, resistance or disguised non-compliance
- K32 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K33 The potential of individuals to use their personal strengths and resources to achieve change
- K34 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K35 The nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these in the context of national policy
- K36 The range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K37 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K38 Legal and organisational requirements for recording information and producing reports
- K39 Legal requirements, policies and procedures for the security and confidentiality of information
- K40 Principles of reflective practice, critical thinking and learning

SW12 Additional Information

SW12 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.

SW12 Scope/range related to performance criteria

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

Needs may include needs relating directly to the people concerned, needs presented by their wider circumstances or needs created by external systems in which they are involved

Risks may include risks to the person, to their personal networks, to the wider community, to yourself or to colleagues in your own or other organisations

SW12 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

SW12 Values

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

SW12 Skills

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

SW12 Links to other NOS

This NOS links closely with: SCD SW 13 Investigate harm or abuse

SCD SW 14 Plan in partnership to address short and longer term issues

SCD SW 15 Agree risk management plans to promote independence and responsibility

SCD SW 16 Agree plans where there is risk of harm or abuse

External Links

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

Key role 4 Assess needs, risks and circumstances

SW13 Investigate harm or abuse

SW13 Performance criteria - You must be able to:

- P1 Identify behaviours and environments that present potential risk of **harm or abuse**
- P2 Work within organisational procedures and in **partnership with others** to plan an investigation into suspected harm or abuse
- P3 Maintain a focus on safeguarding the person at risk throughout the investigation process
- P4 Use **persistence and assertiveness** to gather direct evidence about the harm or abuse
- P5 Co-ordinate other evidence from a variety of sources and disciplines to assess the level of risk
- P6 Make a professional judgement in partnership with others on the level and nature of intervention required
- P7 Develop options for achieving immediate and longer term outcomes
- P8 Make recommendations in partnership with others about the intervention required
- P9 Record information relating to the investigation accurately and in accordance with organisational and other requirements

Key role 4 Assess needs, risks and circumstances

SW13 Investigate harm or abuse

SW13 Knowledge and understanding - You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K5 The characteristics of the home nation, its language, culture, geography and institutions
- K6 Theories underpinning our understanding of human development and factors that affect it
- K7 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K8 Theories of discrimination in contemporary society
- K9 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K10 Social work as a profession, including historical accounts and contemporary issues
- K11 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K12 Principles, theories, methods and models of social work intervention and practice
- K13 **Factors** commonly associated with social work involvement
- K14 Your own background, experiences and practices that may have an impact on your social work practice
- K15 Principles of risk assessment and risk management
- K16 Principles of positive risk-taking
- K17 Principles of conflict management
- K18 The nature of conflict and post-conflict impact on society
- K19 Working in your organisation: principles, procedures and professional practices
- K20 Assessment and planning tools and frameworks
- K21 Formal requirements for legal and other external processes
- K22 The purpose of working with other professionals and agencies

- K23 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K24 The cultural and language context of the individual, family, group or community
- K25 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K26 Types of harm or abuse
- K27 Indicators of potential harm or abuse
- K28 Common features of perpetrator behaviour
- K29 Indicators of hostility, resistance or disguised non-compliance
- K30 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K31 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K32 The range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K33 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K34 Legal and organisational requirements for recording information and producing reports
- K35 Legal requirements, policies and procedures for the security and confidentiality of information
- K36 Principles of reflective practice, critical thinking and learning
- K37 Processes and requirements for formal supervision within your own organisation
- K38 How and when to access informal support in the course of practice
- K39 Sources of feedback that may inform reflection on practice and critical thinking
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SW13 Additional Information

SW13 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.

SW13 Scope/range related to performance criteria

Harm or abuse may relate to circumstantial harm, self neglect, or abuse inflicted by omission or commission whether deliberate or not

Partnership with others may involve taking the lead role or contributing to the process

Persistence and assertiveness may be needed to address situations of non-compliance, whether overt or disguised; hostility; aggression

SW13 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

SW13 Values

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

SW13 Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way
- 3 Adapt communication for a range of audiences
- 4 Facilitate each person's use of language and chosen form of communication
- 5 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 Work effectively with those whose views or values conflict with your own
- 7 Challenge others when necessary, in ways likely to achieve change
- 8 Apply critical thinking to information from a range of sources
- 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 Exercise assertiveness, power and authority in ways compatible with social work values
- 16 Produce records and reports that meet professional standards
- 17 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 18 Access and use professional supervision and support in situations beyond your own knowledge or experience

SW13 Links to other NOS

This NOS links closely with:

- SCD SW 12 Assess needs, risks and circumstances in partnership with those involved
- SCD SW 16 Agree plans where there is risk of harm or abuse

SW13 External Links

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

FUNCTIONAL MAP/KEY ROLES FOR SOCIAL WORK NOS

Key role 5 Plan for person centred outcomes

SW14 Plan in partnership to address short and longer term issues

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Planning within social work is about seeking creative ways to achieve outcomes, not about matching people to traditional or existing services. Solutions may be found within people themselves or their personal networks; through combining services in new or more established ways; or by specifying what tailor made support might look like. The standard addresses the cycle of working together to identify outcomes and objectives, explore possible solutions and check their feasibility, and agree a plan that builds in ways to test how well the solution is working.

SW15 Agree risk management plans to promote independence and responsibility

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. The association between risk, independence and personal responsibility makes risk management within social work a dynamic undertaking. It includes balancing different rights and responsibilities, and exploring ways to enable risks to be taken where these have the potential to enhance people's lives. The standard addresses these areas while recognising that specific safe-guards may nonetheless be necessary. It sets risk management planning in the context of collaborative work and highlights the importance of shared agreement and on-going monitoring of risk-related plans.

SW16 Agree plans where there is risk of harm or abuse

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Where risk of harm or abuse has been investigated and confirmed, plans to address the risk must be agreed as a matter of urgency within a multi-agency framework. While the initial focus must be on securing short-term safety, therapeutic objectives must also be addressed. These will include identifying the least damaging plan of action for the short term and planning for restorative approaches, where possible, in the longer term. The standard covers these areas in the context of collaborative multi-disciplinary working.

Key role 5 Plan for person centred outcomes

SW14 Plan in partnership to address short and longer term issues

SW14 Performance criteria - You must be able to:

- P1 Support **people** to understand the planning process and their rights and responsibilities within it
- P2 Work with people to agree the overall outcome that the plan should achieve
- P3 Establish agreement on short, medium and long term objectives
- P4 Support people to recognise resources within themselves, their personal networks and the community
- P5 Explore with the people involved a range of possible **solutions** and their **feasibility**
- P6 Formulate a plan based on collated information
- P7 Establish agreement to the plan with those involved in it or affected by it
- P8 Agree how the plan will be monitored and reviewed
- P9 Record the plan and any issues or needs that the plan does not seek to address

Key role 5 Plan for person centred outcomes

SW14 Plan in partnership to address short and longer term issues

SW14 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 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K5 Social work as a profession, including historical accounts and contemporary issues
- 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 Principles of risk assessment and risk management
- K10 Principles of positive risk-taking
- 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 purpose of working with other professionals and agencies
- K18 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K19 The cultural and language context of the individual, family, group or community
- K20 Principles of partnership working with individuals, families, carers, groups and communities
- K21 The systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities may participate
- K22 The range of support that may be needed to promote participation
- K23 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities

- K24 The potential of individuals to use their personal strengths and resources to achieve change
- K25 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K26 The nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these in the context of national policy
- K27 The range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K28 The eligibility criteria for services or funding streams
- K29 The opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K30 The commissioning cycle for provision including opportunities for the commissioning of services by those using them
- K31 The brokerage role in securing services
- K32 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K33 Legal and organisational requirements for recording information and producing reports
- K34 Principles of reflective practice, critical thinking and learning

SW14 Additional Information

SW14 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.

SW14 Scope/range related to performance criteria

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

Solutions may include the use of 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.

Feasibility will include consideration of suitability, availability, eligibility, legal validity, cost and sustainability

SW14 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

SW14 Values

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

SW14 Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way
- 3 Adapt communication for a range of audiences
- 4 Facilitate each person's use of language and chosen form of communication
- 5 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 Work effectively with those whose views or values conflict with your own
- 7 Negotiate with others to achieve agreement in complex situations
- 8 Apply critical thinking to information from a range of sources
- 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

SW14 Links to other NOS

This NOS links closely with:

- SCD SW 17 Apply methods and models of social work intervention to promote change
- SCD SW 18 Access resources to support person centred outcomes

SW14 External Links

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

Key role 5 Plan for person centred outcomes

SW15 Agree risk management plans to promote independence and responsibility

SW15 Performance criteria - You must be able to:

- P1 Review your own and the organisation's **legal and professional duties** when supporting **people** to balance risks, rights and responsibilities
- P2 Assess the individual's capacity to make decisions regarding risk
- P3 Assess risk according to legal and organisational requirements
- P4 Use assertiveness to ensure that the actions of others work in the best interests of the individual and take account of the wider community
- P5 With the individual, develop a plan to minimise risks while maximising independence and the responsibility for taking positive risks
- P6 Work with the individual and others to ensure they understand the reasons why specific safeguards need to be put in place
- P7 Establish agreement to the plan with all those who will share the management of risk
- P8 Agree a strategy for monitoring and reviewing the risk management plan
- P9 Complete **records of the risk management plan**

Key role 5 Plan for person centred outcomes

SW15 Agree risk management plans to promote independence and responsibility

SW15 Knowledge and understanding - You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K5 The characteristics of the home nation, its language, culture, geography and institutions
- K6 Theories underpinning our understanding of human development and factors that affect it
- K7 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K8 Theories of discrimination in contemporary society
- K9 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K10 Social work as a profession, including historical accounts and contemporary issues
- K11 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K12 Principles, theories, methods and models of social work intervention and practice
- K13 **Factors** commonly associated with social work involvement
- K14 Your own background, experiences and practices that may have an impact on your social work practice
- K15 Principles of risk assessment and risk management
- K16 Principles of positive risk-taking
- K17 Techniques for problem solving and innovative thinking
- K18 Principles of conflict management
- K19 The nature of conflict and post-conflict impact on society
- K20 Working in your organisation: principles, procedures and professional practices

- K21 Assessment and planning tools and frameworks
- K22 Formal requirements for legal and other external processes
- K23 The purpose of working with other professionals and agencies
- K24 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K25 The cultural and language context of the individual, family, group or community
- K26 Principles of partnership working with individuals, families, carers, groups and communities
- K27 The potential of individuals to use their personal strengths and resources to achieve change
- K28 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K29 The nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these in the context of national policy
- K30 The range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K31 The eligibility criteria for services or funding streams
- K32 The opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K33 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K34 Legal and organisational requirements for recording information and producing reports
- K35 Legal requirements, policies and procedures for the security and confidentiality of information
- K36 Principles of reflective practice, critical thinking and learning
- K37 How and when to access informal support in the course of practice

SW15 Additional Information

SW15 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.

SW15 Scope/range related to performance criteria

Legal and professional duties include duties to promote life opportunities and independent living; reduce social exclusion; protect people from harm; prevent offending behaviour

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

Records of the risk management plan will include actions, decisions, uncertainties, disagreements, unresolved conflicts and areas where shared understanding about risk has not been possible, with rationales justifying decisions made

SW15 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

SW15 Values

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

SW15 Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way
- 3 Facilitate each person's use of language and chosen form of communication
- 4 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 5 Work effectively with those whose views or values conflict with your own
- 6 Negotiate with others to achieve agreement in complex situations
- 7 Challenge others when necessary, in ways likely to achieve change
- 8 Analyse and synthesise complex information
- 9 Apply creative thinking to resolve complex problems
- 10 Make professional judgements about complex situations
- 11 Use your own interpersonal and other skills and knowledge as a resource
- 12 Apply person centred approaches
- 13 Balance person centred outcomes and the well-being of others
- 14 Exercise assertiveness, power and authority in ways compatible with social work values
- 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

SW15 Links to other NOS

This NOS links closely with:

SCD SW 13 Plan in partnership to address short and longer term issues

SW15 External Links

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

Key role 5 Plan for person centred outcomes

SW16 Agree plans where there is risk of harm or abuse

SW16 Performance criteria - You must be able to:

- P1 Analyse from the outcome of an **investigation** the degree of risk to a person, to their immediate or extended network, or to the community
- P2 Collaborate with the person, those close to them, colleagues and professionals from other disciplines to develop a plan that will protect the person, those in their networks and the community
- P3 Support the person to be as fully involved as possible in the planning process
- P4 Negotiate agreement on the least restrictive and least damaging plan of action that will offer short term safety in respect of the risks evidenced
- P5 Develop a long-term therapeutic plan to restore or continue to provide protection
- P6 Review plans with others at agreed times
- P7 Make changes to the plan in response to the trajectory of the intervention in consultation with others
- P8 Produce professional records and reports to document plans, progress, changes to plans and outcomes

Key role 5 Plan for person centred outcomes

SW16 Agree plans where there is risk of harm or abuse

SW16 Knowledge and understanding - You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K5 The characteristics of the home nation, its language, culture, geography and institutions
- K6 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K7 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K8 Social work as a profession, including historical accounts and contemporary issues
- K9 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K10 Principles, theories, methods and models of social work intervention and practice
- K11 **Factors** commonly associated with social work involvement
- K12 Your own background, experiences and practices that may have an impact on your social work practice
- K13 Principles of risk assessment and risk management
- K14 Techniques for problem solving and innovative thinking
- K15 Principles of conflict management
- K16 The nature of conflict and post-conflict impact on society
- K17 Working in your organisation: principles, procedures and professional practices
- K18 Formal requirements for legal and other external processes
- K19 The purpose of working with other professionals and agencies
- K20 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work

- K21 The cultural and language context of the individual, family, group or community
- K22 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K23 Types of harm or abuse
- K24 Indicators of potential harm or abuse
- K25 Common features of perpetrator behaviour
- K26 Indicators of hostility, resistance or disguised non-compliance
- K27 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K28 The range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K29 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K30 Legal and organisational requirements for recording information and producing reports
- K31 Legal requirements, policies and procedures for the security and confidentiality of information
- K32 Principles of reflective practice, critical thinking and learning
- K33 How and when to access informal support in the course of practice
- K34 Sources of feedback that may inform reflection on practice and critical thinking

SW16 Additional Information

SW16 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.

SW16 Scope/range related to performance criteria

The **investigation** may have been any formal investigation such as a child protection investigation, a vulnerable adults investigation, a mental health assessment, a probation assessment, a criminal investigation

SW16 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

SW16 Values

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

SW16 Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way

- 3 Adapt communication for a range of audiences
- 4 Facilitate each person's use of language and chosen form of communication
- 5 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 Work effectively with those whose views or values conflict with your own
- 7 Negotiate with others to achieve agreement in complex situations
- 8 Challenge others when necessary, in ways likely to achieve change
- 9 Apply critical thinking to information from a range of sources
- 10 Analyse and synthesise complex information
- 11 Apply creative thinking to resolve complex problems
- 12 Make professional judgements about complex situations
- 13 Use your own interpersonal and other skills and knowledge as a resource
- 14 Apply person centred approaches
- 15 Balance person centred outcomes and the well-being of others
- 16 Exercise assertiveness, power and authority in ways compatible with social work values
- 17 Produce records and reports that meet professional standards
- 18 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 19 Access and use professional supervision and support in situations beyond your own knowledge or experience

SW16 Links to other NOS

This NOS links closely with:

SCD SW 13 Investigate harm or abuse

SCD SW 14 Plan in partnership to address short and longer term issues

SCD SW 15 Agree risk management plans to promote independence and responsibility

SW16 External Links

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

FUNCTIONAL MAP/KEY ROLES FOR SOCIAL WORK NOS

Key role 6 Take actions to achieve change

SW17 Apply methods and models of social work intervention to promote change

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Sound knowledge of a range of evidence-based interventions, coupled with a social worker's use of self in applying them, stand as key resources in social work practice. The focus of the intervention may be a group, an individual or a system within which an individual functions. The standard recognises that different interventions will need to be selected for different situations, and the choice explained when necessary. The standard also stresses the need for careful reflection on the effectiveness of any intervention used, with an openness to learn and adapt practice to help achieve change as the intervention proceeds.

SW18 Access resources to support person centred solutions

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. The role of social workers in accessing resources is often beset with constraints of eligibility, funding, availability and suitability. Creative problem-solving and innovative thinking are crucial skills, not only to maximise scarce resources but also to ensure that services and other resources truly suit the people for whom they have been secured and enable outcomes to be achieved. The standard reflects these considerations and acknowledges the different roles that social workers may need to take when accessing resources

SW19 Evaluate outcomes of social work practice

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Evaluation can easily be overlooked when new demands are constantly being presented, but it is an essential step in continually improving social work practice and people's experience of it. The primary focus of evaluation must be on people themselves and how well they have benefitted from interventions, risk management and resources. The standard addresses the process of evaluation including both personal reflection and objective review using different perspectives and measures, including organisational aspects. It recognises that lessons learned must inform future practice and can influence the wider profession also.

SW20 Disengage at the end of social work involvement

Overview

This standard is for social workers working with individuals, families, carers, groups and communities. Social work engagement with particular people may end because of changes in their circumstances or because of a change of social worker. Sensitive disengagement demonstrates respect for the people involved while clarity of information provides reassurance. The standard reflects these concerns along with the practical processes of disengagement.

Key role 6 Take actions to achieve change

SW17 Apply methods and models of social work intervention to promote change

SW17 Performance criteria - You must be able to:

- P1 Research a range of **methods and models of social work intervention** that may promote change in specific situations
- P2 Analyse how your own professional and interpersonal skills can be demonstrated within methods and models of social work intervention
- P3 Articulate your rationale for choosing particular interventions in specific situations
- P4 Use your own professional and interpersonal skills to apply social work interventions
- P5 Monitor through reflection in practice the effectiveness of the interventions in achieving change
- P6 Revise interventions to take account of reflective monitoring

Key role 6 Take actions to achieve change

SW17 Apply methods and models of social work intervention to promote change

SW17 Knowledge and understanding - You need to know and understand:

- K1 The characteristics of the home nation, its language, culture, geography and institutions
- K2 Theories underpinning our understanding of human development and factors that affect it
- K3 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K4 Theories of discrimination in contemporary society
- K5 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K6 Social work as a profession, including historical accounts and contemporary issues
- K7 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K8 Principles, theories, methods and models of social work intervention and practice
- **K9 Factors** commonly associated with social work involvement
- K10 Demographic and social trends
- K11 Your own background, experiences and practices that may have an impact on your social work practice
- K12 Principles of risk assessment and risk management
- K13 Principles of positive risk-taking
- K14 Techniques for problem solving and innovative thinking
- K15 Principles of conflict management
- K16 The nature of conflict and post-conflict impact on society
- K17 Working in your organisation: principles, procedures and professional practices
- K18 Assessment and planning tools and frameworks
- K19 The cultural and language context of the individual, family, group or community
- K20 Principles of partnership working with individuals, families, carers, groups and communities
- K21 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K22 Common features of perpetrator behaviour
- K23 Indicators of hostility, resistance or disguised non-compliance
- K24 The potential of individuals to use their personal strengths and resources to achieve change
- K25 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them

- K26 The brokerage role in securing services
- K27 Principles of reflective practice, critical thinking and learning
- K28 Processes and requirements for formal supervision within your own organisation
- K29 How and when to access informal support in the course of practice
- K30 Sources of feedback that may inform reflection on practice and critical thinking

SW17 Additional Information

SW17 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.

SW17 Scope/range related to performance criteria

Methods and models of social work intervention include group work, systems theory, counselling, cognitive behaviour therapy, solution focussed approaches, restorative practices, etc

SW17 Scope/range related to knowledge and understanding

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

SW17 Values

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

SW17 Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way
- 3 Adapt communication for a range of audiences
- 4 Facilitate each person's use of language and chosen form of communication
- 5 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 Work effectively with those whose views or values conflict with your own
- 7 Negotiate with others to achieve agreement in complex situations
- 8 Challenge others when necessary, in ways likely to achieve change
- 9 Apply critical thinking to information from a range of sources
- 10 Analyse and synthesise complex information
- 11 Apply creative thinking to resolve complex problems
- 12 Make professional judgements about complex situations
- 13 Use your own interpersonal and other skills and knowledge as a resource
- 14 Apply person centred approaches
- 15 Balance person centred outcomes and the well-being of others
- 16 Exercise assertiveness, power and authority in ways compatible with social work values
- 17 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 18 Access and use professional supervision and support in situations beyond your own knowledge or experience

- 19 Use research skills
- 20 Apply critical thinking to reflect on your own practice
- 21 Synthesise knowledge and practice

SW17 Links to other NOS

This NOS links closely with:

- SCD SW 9 Engage people in social work practice
- SCD SW 14 Plan in partnership to address short and longer term issues
- SCD SW 15 Agree risk management plans to promote independence and responsibility
- SCD SW 19 Evaluate outcomes of social work practice

SW17 External Links

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

Key role 6 Take actions to achieve change

SW18 Access resources to support person centred solutions

SW18 Performance criteria - You must be able to:

- P1 Confirm with the **people** involved the outcomes that **resources** are required to achieve
- P2 Carry out **actions** needed to secure agreed resources
- P3 Keep people informed of progress in securing resources
- P4 Support people to deal with any unexpected or unwelcome news that may arise when securing resources
- P5 Agree a way of monitoring and reviewing the use of resources, to meet the needs of both the people involved and the organisation
- P6 Provide monitoring information on resources to meet organisational requirements and to inform service planning, commissioning strategies and capacity building
- P7 Evaluate the effectiveness of resources in achieving outcomes for people over time

Key role 6 Take actions to achieve change

SW18 Access resources to support person centred solutions

SW18 Knowledge and understanding - You need to know and understand:

- K1 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K2 The characteristics of the home nation, its language, culture, geography and institutions
- K3 Social work as a profession, including historical accounts and contemporary issues
- **K4 Factors** commonly associated with social work involvement
- K5 Principles of positive risk-taking
- K6 Techniques for problem solving and innovative thinking
- K7 Working in your organisation: principles, procedures and professional practices
- K8 Formal requirements for legal and other external processes
- K9 The purpose of working with other professionals and agencies
- K10 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work
- K11 The cultural and language context of the individual, family, group or community
- K12 Principles of partnership working with individuals, families, carers, groups and communities
- K13 The systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities may participate
- K14 The range of support that may be needed to promote participation
- K15 The potential of individuals to use their personal strengths and resources to achieve change
- K16 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K17 The nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these in the context of national policy
- K18 The range of resources available within informal networks, within the wider community, through formal service provision and through innovation
- K19 The eligibility criteria for services or funding streams
- K20 The opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K21 The commissioning cycle for provision including opportunities for the commissioning of services

by those using them

- K22 The brokerage role in securing services
- K23 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K24 Legal and organisational requirements for recording information and producing reports
- K25 Legal requirements, policies and procedures for the security and confidentiality of information

SW18 Additional Information

SW 18 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.

SW18 Scope/range related to performance criteria

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

Resources may include 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 services; relating to health, leisure, education, employment or housing; they may be personal, technological or legal

Actions will be those needed to secure the resource yourself or through referral to an appropriate broker or provider; actions must follow organisational guidelines

SW18 Scope/range related to knowledge and understanding

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

SW18 Values

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

SW18 Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way
- 3 Adapt communication for a range of audiences
- 4 Facilitate each person's use of language and chosen form of communication
- 5 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 Work effectively with those whose views or values conflict with your own
- 7 Negotiate with others to achieve agreement in complex situations
- 8 Challenge others when necessary, in ways likely to achieve change
- 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 Exercise assertiveness, power and authority in ways compatible with social work values
- 14 Produce records and reports that meet professional standards
- 15 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 16 Access and use professional supervision and support in situations beyond your own knowledge or experience

SW18 Links to other NOS

This NOS links closely with:

- SCD SW14 Plan in partnership to address short and longer term issues
- SCD SW 20 Evaluate outcomes of social work practice

SW18 External Links

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

Key role 6 Take actions to achieve change

SW19 Evaluate outcomes of social work practice

SW19 Performance criteria - You must be able to:

- P1 Review the intended outcomes of social work practice in specific situations
- P2 Analyse information from **a range of perspectives** on progress towards outcomes
- P3 In partnership with **others**, evaluate **outcomes** for individuals, their families or communities
- P4 Analyse the outcomes for your own organisation
- P5 Reflect on your own role and use of self in specific social work interventions
- P6 In partnership with others, revise plans for practice and interventions to take account of evaluations
- P7 Identify **lessons learned** that should inform your future practice and the work of your organisation
- P8 Articulate how your own evaluations may contribute to the development of social work as a profession

Key role 6 Take actions to achieve change

SW19 Evaluate outcomes of social work practice

SW19 Knowledge and understanding - You need to know and understand:

- K1 International legislation, its relationship to UK **policies** and social work practices
- K2 UK legislation, its relationship to national **policies** and social work practices
- K3 National legislation, its relationship to **policies** and social work practices
- K4 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K5 The characteristics of the home nation, its language, culture, geography and institutions
- K6 Theories underpinning our understanding of human development and factors that affect it
- K7 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K8 Theories of discrimination in contemporary society
- K9 Theoretical and research based critiques of the relationships between legislation, policies and social work practice
- K10 Social work as a profession, including historical accounts and contemporary issues
- K11 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K12 Principles, theories, methods and models of social work intervention and practice
- K13 **Factors** commonly associated with social work involvement
- K14 Demographic and social trends
- K15 Your own background, experiences and practices that may have an impact on your social work practice
- K16 Principles of risk assessment and risk management
- K17 Principles of positive risk-taking
- K18 Techniques for problem solving and innovative thinking
- K19 Principles of conflict management
- K20 The nature of conflict and post-conflict impact on society
- K21 Working in your organisation: principles, procedures and professional practices
- K22 Assessment and planning tools and frameworks
- K23 The cultural and language context of the individual, family, group or community
- K24 Principles of partnership working with individuals, families, carers, groups and communities

- K25 Local multi-disciplinary and organisational procedures for investigating harm or abuse
- K26 Indicators of potential harm or abuse
- K27 Indicators of hostility, resistance or disguised non-compliance
- K28 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K29 The potential of individuals to use their personal strengths and resources to achieve change
- K30 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them
- K31 The nature of personalisation and personalised services, including self directed support; and the role of the social worker in relation to these in the context of national policy
- K32 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K33 Legal and organisational requirements for recording information and producing reports
- K34 Legal requirements, policies and procedures for the security and confidentiality of information
- K35 Principles of reflective practice, critical thinking and learning
- K36 Sources of feedback that may inform reflection on practice and critical thinking

SW19 Additional Information

SW19 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.

SW19 Scope/range related to performance criteria

A range of perspectives may include the views of individuals, families, carers, groups and communities; views of professional colleagues in your own or other agencies; information from monitoring activities; research

Outcomes maybe intended or unintended, welcomed or not welcomed **Lessons learned** may include gaps in provision; failures in quality or compliance; innovative approaches; effective interventions.

SW19 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

SW19 Values

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

SW19 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 Work effectively with those whose views or values conflict with your own
- 7 Apply critical thinking to information from a range of sources
- 8 Analyse and synthesise complex information
- 9 Make professional judgements about complex situations
- 10 Apply person centred approaches
- 11 Balance person centred outcomes and the well-being of others
- 12 Produce records and reports that meet professional standards
- 13 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 14 Access and use professional supervision and support in situations beyond your own knowledge or experience
- 15 Apply critical thinking to reflect on your own practice
- 16 Synthesise knowledge and practice

SW19 Links to other NOS

This NOS links closely with all other Social Work NOS

SW19 External Links

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

Key role 6 Take actions to achieve change

SW20 Disengage at the end of social work involvement

SW20 Performance criteria - You must be able to:

- P1 Agree a plan for **disengagement** when the end of your involvement is approaching
- P2 Explain to **people** the reasons for your forthcoming disengagement
- P3 Provide people with information on the closure or continuity of support for them
- P4 Arrange for the transfer or closure of information relating to social work involvement
- P5 Complete required documentation to close your involvement

Key role 6 Take actions to achieve change

SW20 Disengage at the end of social work involvement

SW20 Knowledge and understanding - You need to know and understand:

- K1 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K2 The characteristics of the home nation, its language, culture, geography and institutions
- K3 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K4 Principles, theories, methods and models of social work intervention and practice
- **K5 Factors** commonly associated with social work involvement
- K6 Your own background, experiences and practices that may have an impact on your social work

practice

- K7 Principles of risk assessment and risk management
- K8 Principles of positive risk-taking
- K9 Techniques for problem solving and innovative thinking
- K10 Working in your organisation: principles, procedures and professional practices
- K11 Assessment and planning tools and frameworks
- K12 Formal requirements for legal and other external processes
- K13 The cultural and language context of the individual, family, group or community
- K14 Principles of partnership working with individuals, families, carers, groups and communities
- K15 Legal and statutory powers and responsibilities that may be exercised in order to safeguard individuals, families, carers, groups and communities
- K16 The potential of individuals to use their personal strengths and resources to achieve change
- K17 The value and role of family networks, communities and groups in achieving positive outcomes, and ways to develop them

SW20 Additional Information

SW20 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.

SW20 Scope/range related to performance criteria

Disengagement may be due to the end of social work involvement, or the transfer of social work involvement from yourself to others

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

SW20 Scope/range related to knowledge and understanding

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

SW20 Values

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

SW20 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 Use your own interpersonal and other skills and knowledge as a resource

- 8 Apply person centred approaches
- 9 Produce records and reports that meet professional standards
- 10 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 11 Access and use professional supervision and support in situations beyond your own knowledge or experience

SW20 Links to other NOS

This NOS links with:

SCD SW9 Engage people in social work practice

SW20 External Links

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