
Overview

This unit is for you if you are responsible for managing, supervising, training or supporting other practitioners to maintain and develop effective practice with clients. The support process will include providing professional supervision where this is appropriate. Practitioners may be those within your organisation or those who work in other organisations or related networks. In addition, you may be responsible for providing this service as part of second-tier services or contracts.

There are three elements

- 1 Agree to support other practitioners
- 2 Promote the effective practice of practitioners
- 3 Deliver support sessions to practitioners

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Provide support for other practitioners

Performance criteria

You must be able to:

Agree to support other practitioners

- P1 explore the purpose and boundaries of the support of other practitioners
- P2 ensure the supervision of specific practitioners is appropriate to both parties
- P3 review with practitioners the methods for providing the support
- P4 agree the procedures and limits relating to the exchange of information and confidentiality
- P5 clarify options for resolving issues relating to support
- P6 agree with practitioners to implement the support
- P7 agree with practitioners when to review the support
- P8 record the support agreement in the appropriate systems

Promote the effective practice of practitioners

You must be able to:

- P9 assist practitioners to identify and work within the limits of their own competence
- P10 enable practitioners and services to monitor the effectiveness of their work with clients
- P11 intervene in a timely and appropriate manner in order to maintain practitioners' effectiveness
- P12 provide practitioners with regular feedback on their performance
- P13 assist practitioners to clarify and manage any tensions between work and personal issues
- P14 identify any issues requiring immediate attention and take appropriate action to assist their resolution
- P15 assist practitioners to comply with all relevant legislation, codes of practice, guidelines and ethical requirements

Deliver support sessions to practitioners

You must be able to:

- P16 identify any time or other constraints on the support session
- P17 identify clearly the issues to be covered in the support session
- P18 enable practitioners to reflect on their practice and the issues that affect the practice
- P19 provide constructive feedback on the work of practitioners
- P20 explore with practitioners the effectiveness of their work
- P21 assist practitioners to identify any specific needs for support or development
- P22 identify suitable options for meeting the specific needs of practitioners
- P23 regularly review support sessions and identify potential improvements
- P24 record the session outcomes in the appropriate systems

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Provide support for other practitioners

Knowledge and understanding

You need to know and understand:

Agree to support other practitioners

- K1 what types of support can be provided to other practitioners
- K2 the different purposes and boundaries of each type of support
- K3 which practitioners should be supported
- K4 what the reasons for not supporting practitioners are
- K5 which methods of support are available
- K6 how to review the methods of support
- K7 what the potential procedures and limits are that relate to the exchange of information and confidentiality
- K8 what the options are for resolving issues
- K9 which are most effective options with different practitioners
- K10 how to reach agreements with practitioners
- K11 how often the support should be reviewed
- K12 what the systems are for recording support agreements and the procedures for using these
- K13 why it is important to use the systems

Promote the effective practice of practitioners

You need to know and understand:

- K14 who is being supported
- K15 what the typical limits of competence of practitioners are
- K16 what the organisation's expectations of practitioners are
- K17 how practitioners can monitor work with clients
- K18 which criteria can be used for measuring effectiveness
- K19 when to intervene in order to maintain practitioners' effectiveness
- K20 how to intervene in order to maintain practitioners' effectiveness
- K21 when to provide feedback to practitioners
- K22 how to provide constructive feedback to practitioners
- K23 what type of tensions between work and personal issues can arise
- K24 how far to get involved in resolving tensions
- K25 the type of issues that might require immediate attention
- K26 what actions should be taken to assist in the resolution of issues
- K27 the relevant national, local, professional and organisational requirements that relate to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- K28 why it is important to comply with different requirements
- K29 what the consequences are of not complying with different requirements
- K30 how to obtain information on the requirements

Deliver support sessions to practitioners

You need to know and

- K31 the types of constraints that could affect the support session

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Provide support for other practitioners

understand:

- K32 what types of issues should be covered in the support session
- K33 why it is important for practitioners to reflect on their practice
- K34 how practitioners can reflect on their practice
- K35 what type of feedback is constructive
- K36 how to give constructive feedback
- K37 how to assess the effectiveness of the work of practitioners
- K38 what types of specific need could occur
- K39 what options are available for meeting the specific needs of practitioners
- K40 how to match options with practitioners
- K41 when to review support sessions
- K42 what types of improvement could be made to support sessions
- K43 what the systems for recording session outcomes are and what the procedures are that relate to the use of these
- K44 why it is important to use the systems

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Provide support for other practitioners

Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

Agree to support other practitioners

- questioning
- active listening
- negotiating
- reflecting
- constructive feedback
- coaching
- presenting information
- recording and storing information

Promote the effective practice of practitioners

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Deliver support sessions to practitioners

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