

WWP 401

Develop and undertake inter-agency, cross-sector working

Introduction

What is this unit about?

This unit is concerned with developing effective inter-agency working arrangements between different organisations that work with parents children and families

Who is this unit for?

This unit is for all those who have management responsibility for liaising with other external agencies and developing joint or collaborative working

Principles and values

You must work within the principles and values of the sector in order to achieve this unit

Content of unit.

The elements are: -

1. Promote integration and cross-sector strategies
2. Communicate and liaise effectively with other agencies/sectors
3. Establish boundaries and define agency roles
4. Undertake interagency cross-sector working

Place in the NVQ/SVQ Framework

This is an optional unit at level 4

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Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

and the following SQA Core Skills:

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What we mean by some of the words used in this unit	
Agencies	Formal organisations in the statutory, private or voluntary sector, who you work with on a regular basis
Boundaries	Limits

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Element WWP 401.1 Promote integration and cross sector strategies

The National Standard

Performance criteria

To meet the national standard you must show that you:-

1. Work with relevant agencies to identify joint organisational aims goals and objectives
2. Work with relevant agencies to identify differences that may impede joint working
3. Develop protocols for co-operative working that minimise duplication and benefit parents and families
4. Identify shared areas of practice with other agencies
5. Identify individuals in other agencies that are in a position to take joint work forward
6. Ensure that cross sector work is in line with local, regional, national and international initiatives where appropriate

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Element WWP 401.2 Communicate and liaise effectively with other agencies/sectors

The National Standard

Performance criteria

To meet the national standard you must show that you:-

1. Liaise with other agencies to discuss different work practices and develop shared aims and acknowledge differences.
2. Establish and develop protocols and methods of communicating, sharing information and joint working
3. Identify information to be shared
4. Ensure that timescales agreed for sharing information are manageable
5. Agree objectives where appropriate
6. Ensure that security and confidentiality of information is maintained
7. Ensure that information to be shared is clear and easily understandable, with specialist language clarified.
8. Facilitate contact between colleagues in different agencies.

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Element WWP 401.3

Establish boundaries and define agency roles

The National Standard

Performance criteria

To meet the national standard you must show that you:-

1. Clarify roles and responsibilities for colleagues working across agencies
2. Recognise and value the different skills and expertise of colleagues in other agencies
3. Set up arrangements for regular contact with colleagues in other agencies
4. Identify scarce resources and agree how they should be shared with other agencies.
5. Establish mechanisms for the monitoring of shared information and resources, including human resources, in line with quality assurance arrangements
6. Establish and maintain arrangements for identifying and resolving any inter-agency conflict

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What you must know and understand

To be competent in this unit, you must know and understand the following:-

	What is meant by professional relationship
	The importance of clarifying roles and responsibilities, including reporting mechanisms
	Why it is important to communicate regularly and formally
	How to approach colleagues sensitively and courteously and demonstrating respect and the importance of this to effective working relationships
	How to resolve conflicts constructively in ways that do not undermine practice
	The benefits of sharing knowledge and information with colleagues
	How to give appropriate descriptive feedback
	Why it is important to have protocols for inter-agency working and the key areas that such protocols should cover
	Understand the importance of local, regional, national and international initiatives where appropriate
	How to keep up to date on new initiatives that will impact on services
	How to work within the principles of ant-discriminatory practice and valuing diversity