
Overview

This standard is about developing and reviewing joint working arrangements to deliver services to meet customers' requirements. It is about identifying how you and your organisation can work with internal departments and external agencies and organisations to do this.

Performance criteria

You must be able to:

1. obtain, identify and access accurate and up-to-date information about organisations and contractors who can help you and your organisation to deliver services to meet customers' requirements
2. identify colleagues from internal departments, and external agencies and organisations with whom you could work jointly to deliver services to meet customers' requirements
3. identify gaps in experience and expertise within your own organisation and negotiate how these could be filled by colleagues from internal departments, and external agencies and organisations
4. identify areas where the experience and expertise of colleagues from internal departments, and external agencies and organisations could benefit your role and your organisation
5. identify relevant colleagues from internal departments, and external agencies and organisations with whom you could work jointly to deliver services to meet customers' requirements
6. evaluate and agree with the relevant internal departments, agencies or organisations the need and purpose for developing joint working arrangements
7. agree the roles and responsibilities and working arrangements with relevant internal, departments, agencies and organisations
8. ensure that any joint working arrangements comply with the relevant legal, regulatory and organisational policies and practices
9. agree strategies to maintain the confidentiality and security of information in accordance with relevant data protection legislation
10. contribute to the review of joint working arrangements in accordance with your role and responsibilities
11. work within joint working agreements to make adjustments that will improve the services to meet the requirements of customers
12. confirm that any work that you agree to undertake complies with the relevant legal and organisational policies and procedures

Knowledge and understanding

You need to know and understand:

1. the relevant legal and organisational requirements on equality, diversity, discrimination and rights when contributing to the assessment of and actions to deal with the risk of danger, harm and abuse
2. how your organisation must comply with the relevant data protection legislation
3. how differing values and perspectives of internal departments, external agencies and organisations affect joint working arrangements
4. the impact of your organisational structure and culture upon the policy and practice of inter-agency working
5. the relevant codes of practice and conduct, standards and guidance related to your role and responsibilities when developing joint working arrangements
6. the UK and devolved government initiatives that affect your organisational practices when working jointly with internal departments, external agencies and organisations
7. how to access, evaluate and influence the organisational and workplace policies, procedures and systems for joint working
8. the relevant policies, practices and procedures of other organisations and contractors which affect joint working arrangements
9. how and where to access literature, information and support to inform your practice about joint working
10. the physical, emotional and health conditions and how these affect individuals' behaviour
11. the use of evidence-based practice to justify your actions and decisions
12. the methods of recording and reporting the outcomes of your work
13. the ways of negotiating and agreeing joint working arrangements
14. the methods of reviewing joint working agreements to deliver services to meet user requirements
15. why individuals in your and other organisations need to be informed about changes to established joint working arrangements

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Develop and review joint working arrangements to deliver services to meet customers' requirements



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