

**Introduction****What is this unit about?**

This unit is about supporting professionals in delivering a range of services within a community setting. Services include those that are provided universally as well as specialised services to particular children and families.

**Who is this unit for?**

This unit is for practitioners who assist professionals and may work unsupervised on occasion, for example when providing information and advice to families as agreed with professionals, undertaking follow-up visits or implementing an agreed strategy.

**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. Work with other professionals to deliver community services to families
2. Work with families to provide advice, guidance and support

**Place in the NVQ/SVQ framework**

This unit is a group 2 option unit in the Level 3 NVQ/SVQ in Children's Care, Learning and Development.

**Links to Key and Core Skills**

This unit may provide evidence for the following:

Key Skills	Core Skills
Communication: 1.1, 2.2	Communication: Intermediate 1

**What we mean by some of the words used in this unit**

<b>Community services</b>	Services delivered for families either within their own homes or at a nearby location such as a health centre, clinic, community centre or outreach branch. Services may be health services, screening services, treatment services or support services and may be delivered by professionals in health, education, social work, mental health, physiotherapy, occupational or speech therapy. They may be provided as statutory, voluntary or private services. This list is indicative only
<b>Families</b>	Includes parents (mothers and fathers) and carers and extended and chosen families who contribute significantly to the well-being of individual children and who may or may not have legal responsibility

**The National Standard****Element CCLD 324.1    Work with other professionals to deliver community services to families****Performance criteria**

This is the national standard which you must meet:

1. Clearly identify the aims and purpose of the service with those responsible for delivering it
2. Discuss details of how the service is to be delivered with the relevant professional
3. Clearly identify the boundaries and limits of your responsibility with professionals
4. Reach agreement on how you will report and record the details of your contact with families and children, in line with organisational policy
5. Identify the mechanisms and timescales for reporting concerns
6. Contribute to evaluating and reviewing the quality of the service delivered

**The National Standard****Element CCLD 324.2    Work with families to provide advice, guidance and support****Performance criteria**

This is the national standard which you must meet:

1. Initiate, develop and maintain a supportive relationship with families
2. Encourage families to share information
3. Ensure that families understand the issues around confidentiality, including the boundaries and limits to this
4. Identify with families their requirements for advice, guidance and support
5. Provide information, or direct families to sources of information that are evidence-based, in line with best practice and relevant to their needs
6. Ensure that information is provided in an ethical way, consistent with professional guidance and within the boundaries of your role and responsibilities
7. Refer issues which are outside your remit to the appropriate professional, informing families and seeking their agreement
8. Complete records of your contact with individual families clearly and legibly, involving them according to organisational policy and procedure
9. Report back to the key worker or relevant professional within agreed timescale

**What you must know and understand**

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

<b>K3M581</b>	The range and purpose of services that are delivered in the community for children and families
<b>K3M582</b>	Why it is important to clarify and agree details of how the service for families is to be provided and the limits of your role and responsibilities with the key professional concerned
<b>K3M583</b>	Why it is important to keep records, document information clearly and legibly following agreed formats; how and why families should be involved in recording information about themselves
<b>K3M584</b>	The importance of understanding and following organisational procedure and mechanisms for reporting concerns within agreed timescales
<b>K3P585</b>	Why it is important to review the quality of services and how you might contribute to this
<b>K3C586</b>	Strategies you use to ensure you develop and maintain a supportive relationship with families and why this is important
<b>K3P587</b>	Sources of evidence-based information on a range of common issues of relevance to community based provision for children and families
<b>K3M588</b>	What is meant by providing information ethically
<b>K3P589</b>	The limits and boundaries of your role and why it is important for families to understand this
<b>K3M590</b>	Why it is important to feed back information from your contact with families receiving community based services to the key professional within agreed timescales