
Overview

This standard is for career development practitioners.

This standard focuses on improving services through collaboration with others. It is concerned with developing effective inter-agency working arrangements, between different organisations and individuals offering services or sources of specialist support, to best meet the needs of and optimise outcomes for individuals.

Performance criteria

You must be able to:

1. develop shared aims that your own and other organisations can support
2. identify and work with people in other organisations who are empowered to take forward joint work
3. negotiate and agree protocols for co-operative working that minimise duplication and maximise benefits to individuals
4. develop joint plans that enable the achievement of agreed objectives and cost effective delivery of services
5. ensure plans appropriately utilise the skills and expertise of the people and organisations involved
6. share information and communicate effectively with others
7. identify and measure the resource implications of collaborative working including staffing costs
8. monitor shared information and resources in line with relevant quality standards
9. develop protocols to deal with breakdown in communication and resolve interagency conflict
10. evaluate the impact on individuals of collaboration arrangements and plan improvements as required
11. act in ways that adhere to the ethical practice required within your organisation or profession
12. challenge any prejudice, use of stereotypes, discrimination and unethical or oppressive behaviour
13. encourage individual autonomy in the career development process
14. promote inclusivity, diversity and equality of opportunity
15. maintain confidentiality and security of individual information that meets relevant legal requirements and organisational policies
16. demonstrate understanding of legal requirements, local procedures and own accountability for safeguarding young people and vulnerable adults

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role and the activities being carried out
2. the services offered by others, how they relate to the service offered by your own organisation, and how to use and access them
3. how to approach partners in ways that promote confidence and trust, and the importance of this to effective working relationships
4. how to align organisational aims
5. how to influence others to consider new ideas and ways of working
6. why it is important to have protocols for inter-agency working and the key areas that such protocols should cover
7. why it is important to agree with other organisations how resources should be shared cost effectively
8. the principles and methods of joint and multi-disciplinary working
9. how to assess the risks of joint working and ways to minimise these
10. how to identify appropriate partners and their potential contributions to joint and multi-disciplinary working
11. the importance of effective communication and information sharing
12. how to identify and measure the resource implications, including staffing costs, of collaborative working
13. how to give feedback, prevent and resolve conflicts constructively
14. methods for evaluating the effectiveness of working with others
15. relevant ethical principles and codes of professional ethical practice and the consequences of not adhering to them
16. the boundaries and limits of own professional expertise
17. the boundaries of confidentiality, when it is appropriate to disclose confidential information to others and the processes required
18. measures to safeguard young people and vulnerable adults

Improve services to individuals by collaborating with others

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Relevant Occupations Careers Advisers and Vocational Guidance Specialists; Customer Service Occupations; Education and training; Executive Coach; Functional Managers; Helpline Workers; HR Staff; Learning Mentor; Managers and leaders with responsibility for interagency working; Personnel, training and industrial relations managers ; Professional Occupations; Research Professionals; Teaching Professionals

Suite Career Development

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