

HSC3111 Promote the equality, diversity, rights and responsibilities of individuals

[From the Health & Social Care NOS. Formerly also known as DANOS AA4.]

For this unit you will be expected to encourage other workers to adhere to the values you demonstrate and support individuals to recognise their own, and the equality, diversity, rights and responsibilities of others.

Name of applicant:

I confirm that I am the line manager / supervisor for the above named.

I have assessed the applicant's competence in relation to each of the numbered items listed overleaf and have placed my initials against each numbered item to indicate my satisfaction that the applicant has demonstrated the competence to which it refers (see notes below).

My assessment of the applicant's competence in this unit is based on the following (see notes below):

Name:

Signed:

Date:

Notes

You should 'sign off' the applicant's competence in relation to each of the items listed below only where you have *clear evidence* that they have demonstrated the appropriate knowledge or skills in *real life* settings. Your assessment should be based on one or more of the following: observation of the applicant's practice, your supervision of the applicant, evidence provided by an appropriate third party (such as clients / colleagues / previous supervisor/line manager). Note - completion of a training course does NOT itself provide evidence of competence in a particular area.

In some cases the applicant will not have the opportunity within their existing position to demonstrate all of the required competences. Where this is the case arrangements will need to be made for their competence to be assessed in an alternative setting (such as on placement), or, where applicable, for it to be confirmed by a supervisor / line manager from a previous post.

Performance criteria

To perform to the standard you must ensure that:

1. you work in ways that demonstrates to colleagues how to:
 - respect the dignity and privacy of individuals
 - respect and promote the views, choices and wishes of individuals, key people and others
 - provide active support to enable individuals to participate and to manage their own lives as much as they are able
2. you provide up-to-date information, appropriate explanations and support to enable individuals and key people to:
 - understand their rights and responsibilities
 - acknowledge the complexities of decisions that individuals need to make to balance their rights, preferences and responsibilities
 - to exercise their rights
3. you support the rights of individuals, and demonstrate through your practice how colleagues can support the rights of individuals to:
 - access information about themselves
 - compliment, comment and complain about the services they are receiving and have any comments and complaints taken seriously and responded to appropriately
 - communicate using their preferred method of communication and language
 - make informed choices and decisions about their lives, well-being and about taking and managing potential and actual risks
4. you interpret the rights and responsibilities of individuals in a way that is consistent with the law, regulation and organisational requirements
5. you seek assistance when conflicts arise that you cannot deal with
6. you treat and value each person as an individual and support colleagues to do the same
7. you promote equal opportunities for individuals
8. you respect, and support colleagues to respect, the individual's diversity, culture and values
9. you use your own behaviour and actions, to support colleagues to work in ways that:
 - are consistent with the individual's beliefs and preferences
 - puts the individual's preferences at the centre of everything they do
 - acknowledge the diversity of individuals
 - do not discriminate against any individual
 - do not condone discrimination by others
 - challenge behaviours and practice that discriminates against individuals
10. you provide active support to promote the participation, contribution and inclusion of individuals
11. you seek advice when you are having difficulty promoting equality and diversity
12. you work, and support colleagues to work in ways that are consistent with the law, regulation and organisational requirements
13. you recognise, and demonstrate to colleagues through your practice, the influence your job role and responsibilities may bring and how to use such influence sensitively and responsibly
14. you demonstrate that you are honest, trustworthy, reliable and dependable and support colleagues to do the same
15. you communicate and work with others to communicate in appropriate, open, accurate and straightforward ways

16. you ensure that you honour your work commitments and support colleagues to do the same
17. you declare interests, and support colleagues to declare interests, that might influence judgements and practice
18. you disclose and encourage others to disclose information only to those who have the right and need to know, once proof of identity has been obtained
19. you ensure confidentiality of information and record and report on your work within confidentiality agreements and according to legal and organisational requirements

Knowledge and Understanding

To perform competently in this unit, you need to know and understand:

Values

1. legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information
2. how to provide active support and place the preferences and best interest of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about their lives, actions and risks
3. dilemmas between:
 - the individual's rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities for their care and protection
 - the individual's views, preferences and expectations and how these can and are being met
 - your own values and those of the individual and key people
 - your own professional values and those of others within and outside your organisations
4. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individual's needs, wishes and preferences to be met
5. methods that are effective:
 - in promoting equality and diversity
 - when dealing with and challenging discrimination

Legislation and organisational policy and procedures

1. codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others for valuing and respecting individuals and key people
2. current local, National and European legislation and organisational requirements, procedures and practices for:
 - data protection, including recording, reporting, storage, security and sharing of information
 - health and safety
 - risk assessment and management
 - dealing with comments and complaints
 - the protection of yourself, individuals, key people and others from danger, harm and abuse
3. working with others to provide integrated services
4. practice and service standards relevant to your work setting and relating to valuing and respecting individuals
5. the purpose of, and arrangements for your supervision and appraisal

Theory and practice

FDAP Drug & Alcohol Professional Certification
Workplace Assessment

1. how and where to access information and support that can inform your practice relating to valuing and respecting people
2. how you can access, review and evaluate information about valuing and respecting people
3. government reports, inquiries and research relevant to valuing and respecting individuals and key people
4. theories relevant to the individuals with whom you work, about:
 - human rights and responsibilities
 - human growth, development and behaviour
 - enabling individuals to communicate and have their views and preferences heard and taken account of
 - enabling individuals to influence and take responsibility for their own lives
 - conflicts and dilemmas
 - power and how it can be used and abused
5. role of relationships and support networks in promoting the well-being of individuals
6. factors that affect the health, well-being, behaviour, skills, abilities and development of individuals and key people with whom you work
7. methods of supporting individuals to:
 - express their needs and preferences
 - understand and take responsibility for promoting their own health and care
 - identify how their care needs should be met
 - assess and manage risks to their health and well-being
8. methods that are effective in forming, maintaining and ending relationships with individuals and key people
9. different ways of communicating with individuals, families, carers, groups and communities about choice, well-being and protection
10. how to work in partnership with individuals, key people and those within and outside your organisation to enable the individual's needs, wishes and preferences to be met
11. how to work with, and resolve conflicts that you are likely to meet
12. how to help others, use power and influence sensitively and responsibly