

<b>Key Role 1: Maintain Professional Accountability</b>	
<b>NOS 1: Maintain an up-to-date knowledge and evidence base for social work practice</b>	
P1	Establish your own strategy for maintaining an up to date knowledge and evidence base for social work practice
P2	Research statutory, legal and procedural requirements and academic literature relating to social work practice
P3	Analyse the statutory and non-statutory powers exercised by social workers and organisations
P4	Review the outcomes of previous social work practice for individuals, families, groups and communities locally
P5	Review your own knowledge about issues of equality, fairness, access and anti-discriminatory practice and provision
P6	Synthesise information to understand how evidence-based practice applies in your own role
P7	Plan, with support, how to integrate current and emerging research into your own practice
<b>NOS 2: Develop social work practice through supervision and reflection</b>	
P1	Seek professional supervision to develop accountable social work practice
P2	Prepare for formal professional supervision in ways that will maximise its effectiveness
P3	Access additional sources of support compatible with professional social work principles
P4	Use feedback from supervision and other sources to inform reflection on and evaluation of your social work practice
P5	Reflect on the cultural context in which you practice and how this impacts upon your work
P6	Reflect on your own values, beliefs and assumptions and how they impact on your social work practice
P7	Integrate learning within practice
P8	Contribute your own knowledge of best practice to the continuing development of the profession

<b>Key Role 2: Practice Professional Social Work</b>	
<b>NOS 3: Manage your role as a professional social worker</b>	
P1	Work within the context of your own organisation
P2	Establish the parameters of your own work role and how the responsibilities of others link with these
P3	Ensure your understanding of processes in which you may be involved
P4	Plan, with support, how to prioritise work in order to use your time effectively
P5	Take steps to ensure your safety in situations where there is risk of harm to you
P6	Recognise the effect that work situations may have on your well-being and your practice
P7	Implement strategies to develop your personal and professional resilience
P8	Challenge your own assumptions that could lead to discrimination in your practice
P9	Reflect on the way you manage your role, to ensure continual development and continued professional registration
<b>NOS 4: Exercise professional judgement in social work</b>	
P1	Analyse a range of information that will inform professional decisions about specific complex situations
P2	Develop a range of options for addressing the situation
P3	Evaluate the implications of different options for the people involved
P4	Exercise professional judgement to make evidence-based decisions

P5	Present both verbally and in writing the rationale for your professional judgements
P6	Justify your professional judgements where others disagree or challenge them
P7	Challenge judgements of others that appear to conflict with the evidence or to work against people's best interests
P8	Consider the need to modify your own judgement where new evidence is presented
<b>NOS 5: Manage ethical issues, dilemmas and conflicts</b>	
P1	Recognise ethical issues, dilemmas and conflicts that arise in the course of social work practice
P2	Review sources of information and knowledge that can inform professional judgements about ethical issues, dilemmas and conflicts
P3	Reflect on how your own values and experiences may impact on managing ethical issues, dilemmas and conflicts
P4	Make professional judgements taking account of ethical issues, dilemmas and conflicts
P5	Support others to understand how ethical considerations may have affected decisions made
P6	Evaluate outcomes of how you have managed ethical issues, dilemmas and conflicts to inform your future practice
<b>NOS 6: Practice social work in multi-disciplinary contexts</b>	
P1	Develop collaborative working relationships with professionals from other disciplines
P2	Uphold the role and function of social work when working in a multi-disciplinary context
P3	Develop your understanding of the roles and responsibilities of others involved in multi-disciplinary work
P4	Ensure that social work principles, code of practice and values are applied when working with others
P5	Contribute to identifying and agreeing the goals and objectives of the multi-disciplinary work
P6	Negotiate responsibilities that respect legal, ethical, organisational and professional boundaries in a multi-disciplinary context
P7	Negotiate agreements on systems for the exchange of information which contribute to the safeguarding and wellbeing of individuals and the wider community
P8	Apply social work knowledge and skills to deal constructively with disagreements and conflict within multi-disciplinary relationships
P9	Contribute to evaluating the effectiveness of the multi-disciplinary work
<b>NOS 7: Prepare professional reports and records relating to people</b>	
P1	Use language appropriate to the intended audience to construct professional reports that are analytical and coherent
P2	Maintain accurate, complete, retrievable, and up-to-date records
P3	Ensure reports and records can be understood by those who have a right to see them
P4	Make use of information communication technology that supports information exchange within and across disciplines and organisations
P5	Ensure that records and reports comply with legal and organisational requirements, balancing the tension between safeguarding, confidentiality and data protection

### **Key Role 3: Promote engagement and participation**

#### **NOS 8: Prepare for social work involvement**

P1	Clarify details of the referral and any associated risks
P2	Engage appropriately with others to access additional information

P3	Investigate legal requirements and organisational procedures with a bearing on the proposed involvement
P4	Research further information that may inform your initial involvement
P5	Reflect on aspects of self that may have an impact on the social work relationship
P6	Synthesise all information gathered
P7	Make a professional judgement with support from others about the best form of initial involvement

#### **NOS 9: Engage people in social work practice**

P1	Plan how to use communication to secure initial engagement
P2	Use communication skills to establish the social work relationship
P3	Support people to find effective ways to communicate their views, needs and preferences
P4	Develop understanding in others of your own and the organisation's duties and responsibilities
P5	Support people to explore their own circumstances, their existing networks and other resources available to them
P6	Engage people to participate in finding creative ways to achieve change
P7	Work with others to address any hostility or resistance encountered
P8	Appraise the impact of self in sustaining engagement and partnership working
P9	Seek feedback from people on how effective your engagement with them has been
P10	Adjust the way you develop and sustain engagement in the light of reflection and feedback

#### **NOS 10: Support people to participate in decision-making processes**

P1	Assess people's capacity to navigate systems and make their voices heard
P2	Agree the level and nature of your own contribution in supporting people to participate in decision-making processes
P3	Ensure literature and documentation is made available to people in their preferred language and format
P4	Support people to understand the concepts of power and empowerment in different situations
P5	Explain processes and procedures to enable people to participate as fully as possible
P6	Work with people to build their capacity to advocate for themselves
P7	Carry out your agreed role to support participation in decision-making processes
P8	Confirm people's understanding of the outcomes of their participation and any decisions made
P9	Identify any prejudice and discrimination encountered
P10	Promote social justice by challenging systems or processes that present barriers to people's participation
P11	Review the effectiveness of support provided

#### **NOS 11: Advocate on behalf of people**

P1	Establish if people require you to advocate for them in specific situations
P2	Clarify with people the desired outcomes of the advocacy and other possible outcomes
P3	Support people to participate to the extent that they are able
P4	Make professional judgements about any potential conflicts of interest that may arise if you act as advocate
P5	Collaborate with people to prepare a case that represents their best interests
P6	Make representation to achieve desired outcomes
P7	Communicate outcomes of the advocacy in ways that can be understood

P8	Review the effectiveness of advocacy
<b>Key Role 4: Assess needs, risks and circumstances</b>	
<b>NOS 12: Assess needs, risks and circumstances in partnership with those involved</b>	
P1	Listen to people's own accounts of their situation
P2	Work holistically with people to enable them to identify, clarify and express their strengths, needs and expectations
P3	Identify obstacles that create limitations for people
P4	Assist people to identify what would help them build on their own strengths, abilities and achievements
P5	Work with others to gather further information relevant to the assessment
P6	Work with people to identify any risks associated with their situation
P7	Analyse the nature, level, urgency and implications of any risks identified, in compliance with legal and other requirements
P8	Assess the balance of people's rights and responsibilities in relation to any risks identified
P9	Make professional judgements about needs, risks and protective factors to inform planning
P10	Record assessment information accurately and in accordance with organisational requirements
<b>NOS 13: Investigate harm or abuse</b>	
P1	Identify behaviours and environments that present potential risk of harm or abuse
P2	Work within organisational procedures and in partnership with others to plan an investigation into suspected harm or abuse
P3	Maintain a focus on safeguarding the person at risk throughout the investigation process
P4	Use persistence and assertiveness to gather direct evidence about the harm or abuse
P5	Co-ordinate other evidence from a variety of sources and disciplines to assess the level of risk
P6	Make a professional judgement in partnership with others on the level and nature of intervention required
P7	Develop options for achieving immediate and longer term outcomes
P8	Make recommendations in partnership with others about the intervention required
P9	Record information relating to the investigation accurately and in accordance with organisational and other requirements

<b>NOS 14: Plan in partnership to address short and longer term issues</b>	
P1	Support people to understand the planning process and their rights and responsibilities within it
P2	Work with people to agree the overall outcome that the plan should achieve
P3	Establish agreement on short, medium and long term objectives
P4	Support people to recognise resources within themselves, their personal networks and the community
P5	Explore with the people involved a range of possible solutions and their feasibility
P6	Formulate a plan based on collated information
P7	Establish agreement to the plan with those involved in it or affected by it
P8	Agree how the plan will be monitored and reviewed
P9	Record the plan and any issues or needs that the plan does not seek to address
<b>NOS 15: Agree risk management plans to promote independence and responsibility</b>	

P1	Review your own and the organisation's legal and professional duties when supporting people to balance risks, rights and responsibilities
P2	Assess the individual's capacity to make decisions regarding risk
P3	Assess risk according to legal and organisational requirements
P4	Use assertiveness to ensure that the actions of others work in the best interests of the individual and take account of the wider community
P5	With the individual, develop a plan to minimise risks while maximising independence and the responsibility for taking positive risks
P6	Work with the individual and others to ensure they understand the reasons why specific safeguards need to be put in place
P7	Establish agreement to the plan with all those who will share the management of risk
P8	Agree a strategy for monitoring and reviewing the risk management plan
P9	Complete records of the risk management plan
<b>NOS 16: Agree plans where there is risk of harm or abuse</b>	
P1	Analyse from the outcome of an investigation the degree of risk to a person, to their immediate or extended network, or to the community
P2	Collaborate with the person, those close to them, colleagues and professionals from other disciplines to develop a plan that will protect the person, those in their networks and the community
P3	Support the person to be as fully involved as possible in the planning process
P4	Negotiate agreement on the least restrictive and least damaging plan of action that will offer short term safety in respect of the risks evidenced
P5	Develop a long-term therapeutic plan to restore or continue to provide protection
P6	Review plans with others at agreed times
P7	Make changes to the plan in response to the trajectory of the intervention in consultation with others
P8	Produce professional records and reports to document plans, progress, changes to plans and outcomes
<b>Key role 6: Take actions to achieve change</b>	
<b>NOS 17: Apply methods and models of social work intervention to promote change</b>	
P1.	Research a range of <b>methods and models of social work intervention</b> that may promote change in specific situations
P2.	Analyse how your own professional and interpersonal skills can be demonstrated within methods and models of social work intervention
P3.	Articulate your rationale for choosing particular interventions in specific situations
P4.	Use your own professional and interpersonal skills to apply social work interventions
P5	Monitor through reflection in practice the effectiveness of the interventions in achieving change
P6	Revise interventions to take account of reflective monitoring
<b>NOS 18: Access resources to support person centred solutions</b>	
P1	Confirm with the people involved the outcomes that resources are required to achieve
P2	Carry out actions needed to secure agreed resources
P3	Keep people informed of progress in securing resources
P4	Support people to deal with any unexpected or unwelcome news that may arise when securing resources
P5.	Agree a way of monitoring and reviewing the use of resources, to meet the needs of both the people involved and the organisation
P6.	Provide monitoring information on resources to meet organisational requirements and to inform service planning, commissioning strategies and capacity building
P7	Evaluate the effectiveness of resources in achieving outcomes for people over time

<b>NOS 19: Evaluate outcomes of social work practice</b>	
P1	Review the intended outcomes of social work practice in specific situations
P2	Analyse information from a range of perspectives on progress towards outcomes
P3	In partnership with others, evaluate outcomes for individuals, their families or communities
P4	Analyse the outcomes for your own organisation
P5	Reflect on your own role and use of self in specific social work interventions
P6	In partnership with others, revise plans for practice and interventions to take account of evaluations
P7	Identify lessons learned that should inform your future practice and the work of your organisation
P8	Articulate how your own evaluations may contribute to the development of social work as a profession
<b>NOS 20: Disengage at the end of social work involvement</b>	
P1	Agree a plan for disengagement when the end of your involvement is approaching
P2	Explain to people the reasons for your forthcoming disengagement
P3	Provide people with information on the closure or continuity of support for them
P4	Arrange for the transfer or closure of information relating to social work involvement
P5	Complete required documentation to close your involvement