

## DW1: Understanding and engaging your clients

| OVERVIEW  | PERFORMANCE CRITERIA  |
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| <p>This unit is for anyone working as a development worker.</p> <p>The unit covers</p> <ul style="list-style-type: none"> <li>• Understanding the groups and communities with which you are required to work</li> </ul> | <p>You must be able to:</p> <ol style="list-style-type: none"> <li>1. Describe the types of groups and communities with which you are required to work</li> <li>2. Describe the structures of the groups and communities with which you work</li> <li>3. Identify one or more appropriate methods to respond to your client's current developmental needs and explain your recommendations clearly</li> <li>4. Identify resources that help you assess and prioritise the needs of the groups with which you work</li> <li>5. Identify the sources of information and advice available to you</li> <li>6. Identify requirements relating to equality, diversity and inclusion</li> <li>7. Identify appropriate contacts within the groups and communities with which you are required to work</li> <li>8. Communicate with and engage the groups and communities with which you are required to work</li> <li>9. Maintain effective working relationships with your clients.</li> </ol> |

| KNOWLEDGE AND UNDERSTANDING  |
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| <p>You need to know and understand the following:</p> <ol style="list-style-type: none"> <li>a) The types of groups and communities with which you are required to work</li> <li>b) The context within which groups and communities operate</li> <li>c) The structures of different groups and communities</li> <li>d) The possible methods for working with groups and communities</li> <li>e) The sources of information and advice available to you</li> <li>f) The importance of safeguarding equality, diversity and inclusion in your work with groups and communities</li> <li>g) How to encourage groups and communities to integrate good practice in safeguarding equality, diversity and inclusion into the policies and procedures they develop</li> <li>h) The requirements for governance of the organisations with which you work</li> <li>i) How the organisations with which you work are financed</li> <li>j) The current position, pressures and priorities of your clients.</li> <li>k) The constituencies of your clients</li> <li>l) How to undertake a needs analysis and how to prioritise actions</li> <li>m) Your own limits and responsibilities and those of your organisation</li> <li>n) What the relevant national, local, professional, and organisational requirements are relating to safeguarding equal opportunities, discrimination, security, confidentiality, and data protection.</li> </ol> |