

ASTH319

Develop and sustain partnership or collaborative working arrangements



Overview

This standard is about developing and sustaining partnership working arrangements with other organisations. Partnership working arrangements could be internal or external, formal or informal and will have a range of purposes.

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Performance criteria

You must be able to:

- P1 develop positive relationships with partners
- P2 communicate in a manner which promotes confidence, professionalism and trust
- P3 promote and explain the services provided by your organisation
- P4 ensure that partnership working practices comply with organisational policies and procedures and with any relevant legal and regulatory requirements
- P5 explain the roles and responsibilities of different individuals and organisations involved in partnership working arrangements
- P6 share essential information across organisational boundaries within agreed guidelines
- P7 contribute to the review of the effectiveness of partnership working arrangements
- P8 identify with others any gaps in provision and practice
- P9 evaluate the effectiveness of the partnership to work more closely or effectively with other organisations to support gaps in provision and practice
- P10 share your findings with relevant colleagues

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Knowledge and understanding

You need to know and understand:

- K1 effective methods of developing positive working relationships with colleagues in other organisations
- K2 the nature of the sector you are working in and the different roles and responsibilities of relevant organisations
- K3 the range of existing partnership working arrangements which are relevant to your work
- K4 the importance of effective communication and the implications of not communicating effectively
- K5 any formal and informal agreements in place with relevant organisations
- K6 legal and organisational requirements in relation to anti-discriminatory practice, confidentiality and sharing of information in the context of partnership working
- K7 how and why the confidentiality of information should be maintained
- K8 how to manage or report conflicts and difficulties that may arise when working with other organisations
- K9 how differing values and practices of individuals and organisations can affect partnership working arrangements
- K10 the limits of your own responsibilities and the consequences of operating outside these limits
- K11 methods to review the effectiveness of partnership working arrangements
- K12 ways of working in other organisations which could affect existing and potential partnerships
- K13 when colleagues need to be informed about any difficulties, problems or changes in partnership working arrangements
- K14 why accurate and complete documentation is important and the possible consequences of incorrect completion

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Suite Housing

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