

# ASTH415

## Set up and manage partnership working arrangements in a housing context



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### Overview

This standard is about setting up, managing and developing working relationships with other organisations. Partnership working arrangements could be internal or external, informal or formal and could have different purposes.

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### Performance criteria

- You must be able to:*
- P1 identify opportunities to develop strategic relationships with other organisations
  - P2 explain the nature of your organisation to potential partners, including its purpose, ethos and working practices
  - P3 make proposals to colleagues and potential partners on the purpose and benefits of partnership working
  - P4 explore any areas of potential conflict and overlap and develop strategies, procedures and practices to deal with them
  - P5 negotiate and develop working arrangements with other organisations
  - P6 set up systems, procedures and agreements to manage partnership working relationships
  - P7 clarify and agree boundaries, roles and responsibilities for colleagues
  - P8 regularly review the effectiveness of partnership working arrangements
  - P9 implement and manage improvements to partnership working arrangements and practices
  - P10 ensure that partnership working practices comply with legal, regulatory and organisational policies and procedures
  - P11 help to manage the roles and responsibilities of different individuals and organisations involved in the partnership working arrangement
  - P12 share and report essential information across organisational boundaries within agreed guidelines
  - P13 communicate in a manner which develops confidence, professionalism and trust

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### Knowledge and understanding

*You need to know and understand:*

- K1 the nature of the sector you are working in and the different roles and responsibilities of relevant organisations
- K2 the range of existing partnership working arrangements which are relevant to your work
- K3 the communication structures and procedures within your organisation
- K4 any formal and informal agreements in place with relevant organisations
- K5 how to set up new agreements with partner organisations in accordance with organisational procedures
- 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 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 policies, procedures and ways of working in other organisations which affect the opportunities and boundaries for identifying potential partnerships
- K13 when colleagues need to be supported because of any difficulties, problems or changes in partnership working arrangements
- K14 the importance of effective communication and the implications of not communicating effectively

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**Suite** Housing

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