

ASTSH03

Work with the wider community to develop relationships for clients



Overview

This standard is about developing and maintaining relationships with other service providers, community groups and agencies in order to add value to the service provided to clients and encourage social inclusion. It also involves active promoting own service to the wider community and increasing their understanding of it.

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Performance criteria

- You must be able to:*
- P1 identify appropriate service providers, community groups and agencies relevant to the service being provided by your organisation
 - P2 develop and maintain relationships with specific service providers outside own organisation
 - P3 contribute to and collaborate with community groups, agencies and services
 - P4 encourage social inclusion for own clients and others through wider community engagement
 - P5 encourage social inclusion for own clients and others through wider community engagement
 - P6 use community groups, agencies and services to add value to own service and widen the opportunities for clients
 - P7 encourage clients to make use of community groups, agencies and services to integrate or re-integrate into the wider community
 - P8 promote own service actively to community groups, agencies and services in order to increase their access to it
 - P9 encourage the wider community to value the contribution of services provided by your organisation as a source of expert support
 - P10 contribute your service to assist the wider community build its capacity
 - P11 encourage joint working between own organisation and community groups, agencies and services

Knowledge and understanding

You need to know and understand:

- K1 ways of identifying service providers, community groups and agencies relevant to the service being provided by your organisation
- K2 methods of developing and maintaining relationships with specific service providers outside own organisation
- K3 appropriate methods of communicating with specific service providers outside own organisation
- K4 appropriate ways in which your organisation can contribute to the objectives and activities of service providers, community groups and agencies in the wider community
- K5 appropriate forms of joint working and collaboration with community groups, agencies and services
- K6 appropriate methods for achieving the social inclusion of own clients and others through wider community engagement
- K7 the principles of social inclusion and their impact on delivery of own Service
- K8 ways of using community groups, agencies and services to add value to own service
- K9 ways of using community groups, agencies and services to widen the opportunities for own clients
- K10 ways in which clients can integrate or re-integrate into the wider community
- K11 the role of community groups, agencies and services in assisting clients to integrate or re-integrate into the wider community
- K12 methods of promoting own service actively to community groups, agencies and services
- K13 ways of encouraging community groups, agencies and services to make greater use of own service
- K14 the expert support your organisation provides to the wider community
- K15 how to present contribution that the services provided by your organisation makes to the wider community
- K16 how to capacity build within the wider community and the contribution your organisation makes to enhanced capability

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