
Overview

This standard is about developing and maintaining relationships with relevant service providers, community groups and agencies in the wider community to support social inclusion. It also involves promoting your organisation's service to the wider community and increasing their understanding of it.

Performance criteria

You must be able to:

1. identify the service providers, community groups and agencies relevant to the service being provided by your organisation
2. develop and maintain relationships with relevant service providers in the wider community
3. contribute to and work with community groups, agencies and services in the wider community
4. support social inclusion for own clients through wider community engagement
5. work with service providers, community groups and agencies to add value to your organisation's service and widen the opportunities for clients
6. support clients to make use of service providers, community groups and agencies to integrate or re-integrate themselves into the wider community
7. promote your organisation's service to service providers, community groups and agencies to increase their access to it
8. support the wider community to understand your organisation's services as a source of expert support
9. assist the wider community to build its capacity
10. support joint working between your organisation and service providers, community groups and agencies

Knowledge and understanding

You need to know and understand:

1. the relevant ways of identifying service providers, community groups and agencies related to the service being provided by your organisation
2. the relevant methods of developing and maintaining relationships with relevant service providers outside your organisation
3. the relevant methods of communicating with service providers in the wider community
4. the different forms of joint working and collaboration with service providers, community groups and agencies the relevant methods for achieving the social inclusion of own clients and through wider community engagement
5. the relevant principles of social inclusion and their impact on delivery of your organisational service
6. the different ways of working with service providers, community groups and agencies to add value to your organisation's service to clients
7. the different ways in which clients can integrate or re-integrate into the wider community
8. the role of service providers, community groups and agencies in assisting clients to integrate or re-integrate into the wider community
9. the relevant methods of promoting your organisation's service to service providers, community groups and agencies
10. the different ways of encouraging service providers, community groups and agencies to make greater use of your organisation's service
11. the relevant expert support your organisation provides to the wider community
12. how to present the contribution that the services provided by your organisation makes to the wider community
13. how your organisation contributes to capacity building within the wider community

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Originating Organisation	Instructus
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Relevant Occupations	Assistant Portfolio Manager (without portfolio); Neighbourhood Assistant; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Lettings Assistant; Lettings Negotiator; Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant
Suite	Housing
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