

Develop and manage partnership working arrangements

Overview

This standard is about developing and managing 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:

1. identify opportunities to develop partnership relationships with other organisations
2. explain the nature of your organisation to potential partners, including its purpose, ethos and working practices
3. make proposals to colleagues and potential partners on the purpose and benefits of partnership working arrangements
4. explore any areas of potential conflict and overlap and develop strategies, procedures and practices to address them
5. negotiate and develop partnership working arrangements with other organisations
6. set up systems, procedures and agreements to manage partnership working relationships
7. clarify and agree roles and responsibilities for colleagues involved in partnership working arrangements
8. review partnership working arrangements to the agreed timescales
9. implement and manage improvements to partnership working arrangements and practices
10. confirm that partnership working practices comply with relevant legal, regulatory and organisational policies and procedures
11. assist in managing the roles and responsibilities of the relevant individuals and organisations involved in the partnership working arrangement
12. share and report information across partners within agreed guidelines

Knowledge and understanding

You need to know and understand:

1. the nature of the sector you are working in and the different roles and responsibilities of relevant organisations
2. the range of existing partnership working arrangements which are relevant to your work
3. the communication structures and procedures within your organisation
4. the formal and informal agreements in place with relevant organisations
5. how to develop working arrangements with partner organisations in accordance with organisational procedures
6. the relevant legal and organisational requirements regarding anti-discriminatory practice, confidentiality and sharing of information in the context of partnership working
7. how your organisation must comply with the relevant data protection legislation
8. how to manage conflicts and difficulties that may arise when working with other organisations
9. how differing values and practices of individuals and organisations can affect partnership working arrangements
10. the limits of your own responsibilities and the consequences of operating outside these limits
11. the methods to review partnership working arrangements
12. when colleagues require to be supported because of difficulties, problems or changes in partnership working arrangements

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Status	Original
Originating Organisation	Instructus
Original URN	ASTH416
Relevant Occupations	Resident Involvement Assistant; Housing Assistant; Neighbourhood Assistant; Housing Administrator; Lettings Assistant; Assistant Portfolio Manager (without portfolio); Lettings Negotiator; Revenue Officer/Assistant; Repairs Assistant; Housing Officer; Housing Manager
Suite	Housing
Keywords	property; investigating; dealing; breaches; accommodation; tenancy; licence; leaseholder; agreements; customers; documentation; safety; support; legislation; equality; diversity; safe; organise; setting up; managing; developing; relationships