
Overview

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

Performance criteria

You must be able to:

1. develop partnership or collaborative working arrangements with relevant partners and stakeholders
2. communicate with relevant individuals and organisations in a professional manner in accordance with your organisational standards
3. promote and explain the services provided by your organisation
4. confirm that partnership or collaborative working practices comply with organisational policies and procedures and with relevant legal and regulatory requirements
5. confirm the roles and responsibilities of different individuals and organisations involved in partnership or collaborative working arrangements with them
6. share the relevant information with individuals and organisations
7. contribute to the review of the effectiveness of your organisation's partnership working arrangements
8. identify gaps in provision and practice with the relevant partners and stakeholders
9. evaluate your organisation's partnership working arrangements to inform improvements to future working practices and sustain the partnership or collaborative working arrangements
10. share your findings with relevant colleagues

Knowledge and understanding

You need to know and understand:

1. the different methods of developing partnership or collaborative working arrangements with partners and stakeholders
2. the nature of the sector you are working in and the different roles and responsibilities of relevant organisations
3. the range of existing partnership or collaborative working arrangements which are relevant to your work
4. the formal and informal agreements in place with relevant organisations
5. how your organisation must comply with the relevant data protection legislation
6. how to manage or report conflicts and difficulties that arise when working with relevant individuals and organisations
7. the limits of your own responsibilities and the consequences of operating outside these limits
8. the different methods used by your organisation to review the effectiveness of partnership or collaborative working arrangements
9. the ways of working in other organisations which could affect existing and potential partnerships
10. the importance of sustaining partnership or collaborative working arrangements

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Originating Organisation	Instructus
Original URN	ASTH319
Relevant Occupations	Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant; Housing Administrator; Housing Assistant; Housing Officer; Housing Manager; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator; Assistant Portfolio Manager (without portfolio)
Suite	Housing
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