

## Overview

This NOS is for community wardens and sets out the skills, knowledge and understanding for you to support and maintain relationships within communities.

This NOS covers the following activities.

- Form positive community relationships
- Help communities achieve safety, well-being and social inclusion
- Encourage relationships between communities and other organisations

## Performance criteria

### *You must be able to:* **Form positive relationships with communities**

1. be seen to be present in your designated area in accordance with local needs and organisational constraints
  2. behave in a manner that encourages positive interaction within communities, in accordance with organisational procedures and training you have received
  3. adapt your behaviour to take account of the varying needs of diverse groups of community members
  4. use reliable information to recommend changes to practices or procedures that will improve community relations
- Help communities achieve safety, well-being and social inclusion**
5. encourage community members to express their concerns about their own situation in sensitive and unobtrusive ways, in accordance with organisational procedures and training you have received
  6. behave in a manner that takes account of individuals' rights to make their own decisions, in accordance with organisational procedures and training you have received
  7. provide information and advice to community members that takes account of the factors affecting their safety, well-being and social inclusion
  8. identify variances or changes to established patterns in communities using up-to-date information from reliable sources
  9. take action when it is apparent your assistance is required as specified in organisational procedures
  10. refer to relevant people when situations are outside of the scope of your job role or experience
  11. maintain confidentiality in accordance with community members' needs and your organisation's policies and procedures
  12. maintain accurate, complete and clear records in line with your organisation's policies and procedures
  13. use equipment as specified in manufacturers' instructions
  14. report any commitments made by your organisation that you cannot keep to relevant people without delay

**Encourage relationships between communities and other organisations**

15. raise awareness of your role in providing links between the community and agencies using methods that are within the scope of your job role
16. maintain a level of involvement that is in line with your organisation's policies and procedures and the scope of your job role
17. make sure community members understand the benefits of their involvement with community groups to both them and their community
18. agree with community groups appropriate, realistic and achievable ways to support effective ongoing relationships

## Knowledge and understanding

*You need to know and understand:* **Legal and organisational requirements**

1. current relevant legislation, regulations, codes of practice and guidelines relating to supporting community needs
2. your organisation's policies and procedures relating to community relations
3. your organisation's policies and procedures and legal requirements relating to recording, storing, providing and maintaining the confidentiality of information
4. your organisation's policies and procedures relating to working with other organisations

### **Community composition**

5. the diverse groups in the community, their varying needs, concerns and characteristics
6. local patterns and trends in behaviour
7. the geography of the community in which you work
8. the scope and purpose of existing community groups

### **Yourself**

9. the scope and limits of your job role
10. how to adapt your behaviour and communication to encourage positive interaction with the community
11. the equipment you need to use and what to do if it does not work

### **Other people and agencies**

12. how and who to involve with other people or agencies
13. the role, responsibilities and function of other people, agencies or community groups with whom you could work

## Support community development

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**Developed by** Skills for Security

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**Version Number** 2

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**Date Approved** November 2015

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**Indicative Review Date** November 2018

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**Validity** Current

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**Status** Original

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**Originating Organisation** Skills for Security

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**Original URN** SFS CDW6

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**Relevant Occupations** Elementary Occupations; Elementary Security Occupations

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**Suite** Community Wardens

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**Keywords** community; warden; support; needs; positive; relations; maintain

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