

ASTH202

Maintain effective working relationships with housing colleagues and others



Overview

This standard is about working effectively with housing colleagues and others. It is about co-operating with others to provide a high quality housing service to your customers.

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Performance criteria

- You must be able to:*
- P1 establish and maintain effective working relationships with colleagues and other stakeholders
 - P2 identify how your role relates to the work of others in your own organisation and to the wider stakeholder network, including communities
 - P3 carry out your work in accordance with organisational and legal requirements
 - P4 seek advice from others in order to perform tasks and follow line management protocols
 - P5 operate within professional codes of conduct in relation to client support and protection, confidentiality, equality and inclusion and contractual agreements
 - P6 co-operate with colleagues and other stakeholders in order to achieve agreed outcomes
 - P7 contribute to the work of teams in order to deliver housing services
 - P8 communicate with colleagues and other stakeholders in a manner that encourages effective team working
 - P9 maintain confidentiality when working with others

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Knowledge and understanding

You need to know and understand:

- K1 underpinning values and principles in relation to the provision of housing services
- K2 organisational and legislative requirements relevant to your work activities
- K3 reporting and line management procedures
- K4 limits of your own responsibility
- K5 ways of establishing and maintaining effective communication with colleagues and others
- K6 where to obtain advice and support in relation to work activities
- K7 ways of establishing and maintaining good working relationships with others
- K8 the legal framework and the principles and practice of equality, diversity and inclusion in the work place
- K9 procedures for ensuring the safety and protection of clients and others when carrying out housing activities
- K10 contractual requirements and obligations when working with other individuals and organisations
- K11 how to maintain customer and other stakeholder confidentiality when working with others and external agencies
- K12 protocols and procedures for working with colleagues and others

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Suite Housing

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