

ASTH318

Work with customers and groups to develop the community



Overview

This standard covers the competencies required for promoting greater customer involvement in the development and regeneration of the local community.

ASTH318

Work with customers and groups to develop the community

Performance criteria

- You must be able to:*
- P1 establish working relationships with existing community based groups, networks and organisations
 - P2 evaluate current participation and identify opportunities for further activity
 - P3 identify suitable methods of promoting community involvement with customers based on their needs and abilities
 - P4 promote the benefits of greater community involvement
 - P5 encourage customers to become involved in, and support, existing associations and networks
 - P6 identify any barriers preventing customers becoming involved in the community and work with customers to minimise these barriers
 - P7 present customers with realistic options for community involvement
 - P8 support effective links between community organisations
 - P9 manage disputes and/or differences of opinion in ways which minimise offence, maintain respect and provide positive outcomes
 - P10 create and organise community activities which contribute to the regeneration of the community
 - P11 assist customers and others in establishing and managing activities which meet the needs of the community
 - P12 liaise with customers and relevant groups, organisations and agencies to identify the potential for new associations and activities to be developed
 - P13 monitor the outcomes of local activity and use the results to inform future development

ASTH318

Work with customers and groups to develop the community

Knowledge and understanding

You need to know and understand:

- K1 how to communicate and work collaboratively with your customers and other organisations
- K2 how to identify and agree your organisation's role in establishing new associations and networks
- K3 operational constraints on the types and levels of support which you can provide
- K4 organisational policies, procedures, legal requirements and arrangements covering any collaborative work undertaken with external agencies
- K5 the range, functions, responsibilities and values of relevant organisations and groups operating within the local community
- K6 the range of opportunities for greater community involvement
- K7 how to work with other organisations in the setting and achieving of targets
- K8 how to monitor and measure the effectiveness of the support you provide
- K9 the importance of community consultation and methods to achieve this
- K10 the importance of democratic and participatory practice and what it means in community development work
- K11 the strengths and weaknesses of available consultation methods
- K12 how to assist with and facilitate consultation with the community
- K13 the principles and practice of equality and diversity, awareness of different cultural and religious requirements
- K14 methods of establishing and responding to needs, opportunities, rights and responsibilities
- K15 methods and techniques for involving people with different perspectives and a variety of support needs
- K16 the importance of confidentiality and personal safety in the gathering of information
- K17 the importance and value of community groups/networks participating in, and taking responsibility for, their own development
- K18 the value of consensus and agreement in community groups, taking account of all group members
- K19 how to support customers as they become more involved in the community
- K20 the need for customer associations and networks to be self-sustaining in the longer term

ASTH318

Work with customers and groups to develop the community

Developed by	Asset Skills
Version number	2
Date approved	January 2012
Indicative review date	January 2017
Validity	Current
Status	Original
Originating organisation	Asset Skills
Original URN	ASTH318
Relevant occupations	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Managers and Proprietors in Hospitality; Housing Officer
Suite	Housing
Key words	Promoting; customer; involvement; development; regeneration; community
