

Overview

This standard is important because it is concerned with helping to develop joint working relationships between people, organisations and groups in the community. When you build relationships within communities and organisations you will need to:

1. Make contacts within communities
2. Help develop working relationships within communities

This standard is about making contact with individuals and developing an understanding of the context of their lives. When this standard is used by health trainers, they are likely to make use of information held by other people working in the community. They will need knowledge of, and relationships with, organisations, networks and workers in the community in order to support their role as a health trainer as they will not be doing this work in isolation.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Make relationships with communities

Performance criteria

You must be able to:

- P1 identify people within your community to work with, and make contact with them
- P2 explain your role and / or that of your group to contacts
- P3 help collect accurate and up-to-date information on the roles and responsibilities of the people, organisations or groups you contact
- P4 help record names and contact details of individuals, community groups and organisations, in a form that may be used by yourself and others
- P5 show respect for others and their potential contribution to community action
- P6 agree ways of keeping in contact
- P7 take opportunities to share skills, values and experience
- P8 outline and agree your own contribution to joint activity
- P9 refer matters beyond your competence or area of responsibility to more experienced colleagues
- P10 make commitments that are realistic and can be met by you
- P11 ensure your own behaviour promotes effective working relationships

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Knowledge and understanding

You need to know and understand:

- K1 the benefits and importance of making contact with different people, organisations and groups
- K2 different methods and styles of making appropriate contact with different people, organisations and groups
- K3 ways of identifying the most appropriate person to contact
- K4 how to maintain effective working relationships
- K5 how to record findings in a way that can be used in future work
- K6 how to check that information is up to date and accurate
- K7 the importance of regularly updating information and methods for achieving this
- K8 the importance of systematic and accurate record keeping
- K9 local sources of information relevant to the community
- K10 issues around handling confidential and sensitive information
- K11 the importance of clearly agreeing ways of keeping in contact
- K12 the significance of resources within communities
- K13 the importance of demonstrating respect for others and the contributions they can make to effective community action
- K14 what might be a barrier to people taking part
- K15 the importance of gathering information on the roles and responsibilities of the contacted person, organisation and group
- K16 the importance of fulfilling commitments
- K17 ways of referring matters beyond own competence to a more experienced person
- K18 the importance of reporting findings to community groups

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

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