

Unit 4222-615 Develop and sustain effective working relationships with staff in other agencies (ASM24)

Level: 3
Credit value: 4
UAN: R/601/3526

Unit aim

This unit is about sustaining and developing working relationships with staff in other organisations. Effective working is a key feature of, and increasing importance in justice, social care and health organisations. Workers are not expected to set up effective working agreements from scratch, but are expected to contribute to optimising the value of them.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Understand the context of working in partnership
2. Be able to develop effective working relationships with staff in other agencies
3. Be able to sustain effective working Relationships

Guided learning hours

It is recommended that **24** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is linked to the Skills for Justice National Occupational Standard: F403 Develop and sustain effective working relationships with staff in other agencies.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Health.

Assessment

Any skills-based element within the unit must be assessed within the workplace or by using workplace evidence.

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Assessment Criteria

Outcome 1 Understand the context of working in partnership

The learner can:

1. identify the nature, roles and functions, policies and procedures of principal agencies.
2. identify structures, function, and methods of communication and decision making.
3. identify the roles and responsibilities of key people who work in these agencies who are involved in joint working arrangements.
4. identify the effect agency structure and culture may have upon the policy and practice of joint working.
5. identify the effect of agency culture and structure upon policy and practice of working in partnership.
6. explain the principles and benefits of working in partnership.

Outcome 2 Be able to develop effective working relationships with staff in other agencies

The learner can:

1. develop clear action plans for joint work which clarify roles and responsibilities of the respective parties.
2. reach agreements about roles and responsibilities and arrangements for decision making.
3. apply principles of equality, diversity and anti-discriminatory practice in working relationships with staff in other agencies.
4. confirm arrangements for joint work which are
 - appropriate to the nature and purpose of the work
 - likely to be effective in establishing and maintaining relationships
 - respect confidentiality while balancing risks of sharing or not sharing information.
5. identify effective methods to monitor and review the progress of joint work.
6. obtain advice and support promptly when team discussion and supervision are appropriate.
7. complete records accurately and clearly and store them according to agency requirements.
8. communicate information to people who are authorised to have it.

Outcome 3 Be able to sustain effective working Relationships

The learner can:

1. identify the benefits and advantages of joint working and use these to develop own practice.
2. identify factors which might hinder joint working.
3. explain methods of identifying and resolving conflict within and between agencies and between individuals.
4. demonstrate methods of assessing the effectiveness of joint working relationships.
5. explain and defend the views of your agency and its policies.
6. contribute to regular reviews of effectiveness and efficiency of joint working arrangements and identify ways in which the arrangements could be improved.
7. complete records accurately and clearly and store them according to agency requirements.
8. communicate information to people who are authorised to have it.