Housing National Occupational Standards

H3 18 Work with customers and groups to develop the community
(SQA Unit Code F7E1 04)

Unit summary

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

Performance Criteria:

You must be able to:

1   establish working relationships with existing community based
     groups, networks and organisations

2   evaluate current participation and identify opportunities for further activity

3   identify suitable methods of promoting community
     involvement with customers based on their needs and
     abilities

4   promote the benefits of greater community involvement

5   encourage customers to become involved in, and support,
     existing associations and networks

6   identify any barriers preventing customers becoming involved
     in the community and work with customers to minimise these
     barriers

7   present customers with realistic options for community involvement

8   support effective links between community organisations

9   manage disputes and/or differences of opinion in ways which
     minimise offence, maintain respect and provide positive
     outcomes

10   create and organise community activities which contribute
     to the regeneration of the community

11   assist customers and others in establishing and managing activities
     which meet the needs of the community

12   liaise with customers and relevant groups, organisations and
     agencies to identify the potential for new associations and activities
     to be developed

13   monitor the outcomes of local activity and use the results to inform
     future development

Knowledge and Understanding

To be competent, you must know and understand:

(a)   how to communicate and work collaboratively with your customers and other organisations

(b)   how to identify and agree your organisation's role in establishing new associations and networks

(c)   operational constraints on the types and levels of support which you can provide

(d)   organisational policies, procedures, legal requirements and arrangements covering any collaborative work undertaken with external agencies

(e)   the range, functions, responsibilities and values of relevant organisations and groups operating within the local community

(f)   the range of opportunities for greater community involvement

(g)   how to work with other organisations in the setting and achieving of targets

(h)   how to monitor and measure the effectiveness of the support you provide

(i)   the importance of community consultation and methods to achieve this

(j)   the importance of democratic and participatory practice and what it means in community development work

(k)   the strengths and weaknesses of available consultation methods

(l)   how to assist with and facilitate consultation with the community

(m)   the principles and practice of equality and diversity, awareness of different cultural and religious requirements

(n)   methods of establishing and responding to needs, opportunities, rights and responsibilities

(o)   methods and techniques for involving people with different perspectives and a variety of support needs

(p)   the importance of confidentiality and personal safety in the gathering of information

(q)   the importance and value of community groups/networks participating in, and taking responsibility for, their own development

(r)   the value of consensus and agreement in community groups, taking account of all group members

(s)   how to support customers as they become more involved in the community

(t)   the need for customer associations and networks to be self-sustaining in the longer term