

**Unit: Unit: CPC 301****Create and maintain effective working relationships with other people (Commissioning, Procurement and Contracting)****Elements of competence:**

CPC 301 A Create and maintain effective working relationships with people outside your organisation
CPC 301 B Create and maintain effective working relationships with other members of staff
CPC 301 C Evaluate the effectiveness of working relationships

**Key Purpose of commissioning, procurement and contracting**

Specify, shape and secure quality services, responses and projects that deliver improving outcomes for individuals, families and communities within the strategic objectives of the organisation

**About this unit**

This unit is about developing productive working relationships with identified individuals, families and communities and also with colleagues, within your own organisation and within other organisations with which your organisation works, and with providers of services

It involves being aware of the roles, responsibilities, interests and concerns of colleagues and individuals, families and communities and working with and supporting them in various ways. The need to monitor and review the effectiveness of working relationships with colleagues and individuals, families and communities is also a key requirement of this unit.

**Scope**

The scope helps to make sure that you provide evidence related to the work you do. Terms in this section give you options related to the words in bold in the performance criteria. Your evidence for this unit should cover any option that is part of your work.

**People outside your organisation:** individuals, families and communities, providers, partners, inspectors, advisors,

consultants, funders, social workers, care managers, brokers/navigators

**Contact:** formal; informal.

**Contacts:** existing; new.

**Colleagues:** members of own team; members of other teams with whom you have contact; managers; peers, employees, advisers, support workers, volunteers, providers, contractors

**Forms of contact:** written; verbal; electronic.

**Appropriate person:** line manager; senior management; specialists, adviser, support worker, volunteer co-ordinator.

**Record (verb):** formally; informally; officially; personally

**Record (noun):** written; electronic

**Provide information:** written (electronic or paper), verbal (face to face or telephone), directly to colleagues or others, or indirectly via a line manager or other person. Directly to those concerned or indirectly through website, forum, newsletter etc

**Agreements:** formal; informal

**Resolve;** through discussion and agreement; through the intervention of an appropriate person; through formal channel

**Working relationships:** with colleagues; with peers; with managers; with providers; with contractors; with individuals, families and communities; with advisors; with brokers; with funders; with partner agencies; with inspectors; with advocates

**Review:** regularly; occasionally; formal; informal

**Changes and adjustments:** in practice; in policy; in procedures; in systems; in approach; services; providers, funding/payment arrangements, plans, proposals, consultation arrangements

## Values

The values underpinning this unit have been derived from the values and principles statement, relevant service standards and codes of practice for health and social care in the four UK countries.

## Key words and concepts

This section provides explanations of the key words and concepts used in this unit. In occupational standards it is quite common to find familiar words or phrases used, which, in the detail of the standards, may be used in a very particular way. **Therefore we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

**Inclusive:** enables everyone to understand/participate/gain access. Does not exclude people because of language (either

level or format), physical access barriers, emotional/social barriers or affordability

**Accessible:** something that people can understand regardless of the level or way in which they communicate, this may mean translating information, or providing it in large print or on audio tape, or just in plain English

### **CPC 301 A Create and maintain effective working relationships with people outside your organisation**

#### **Performance Criteria**

You need to show that you:

- 1 Take every opportunity to develop and enhance relationships with **people outside your organisation** in an open and transparent way
- 2 Clearly identify and assess the roles, responsibilities and influence of each of your **contacts**
- 3 Conduct any professional **contact** with people outside your organisation in a way that promotes goodwill, trust and confidence
- 4 Conduct professional contact with people outside your organisation in an **inclusive way**
- 5 Promptly refer any enquiries outside your responsibility to the appropriate person
- 6 Take action swiftly to deal with any situation where goodwill, trust and confidence may be at risk
- 7 Accurately **record** contact with people outside your organisation where appropriate

### **CPC 301 B Create and maintain effective working relationships with colleagues**

#### **Performance Criteria**

You must show that you:

- 1 Provide **information** promptly, accurately and in an **accessible** format to colleagues
- 2 Action requests from colleagues for information or assistance promptly and efficiently
- 3 Ask for help from colleagues to achieve work outcomes, gain greater understanding or solve problems in a way which creates trust and goodwill

- 4 Make and fulfil agreements with colleagues in a positive and effective way in order to achieve individual and joint commitments and responsibilities
- 5 **Resolve** difficulties in working relationships in a way which promotes increased effectiveness in relationships with colleagues
- 6 Report difficulties in working relationships which cannot be resolved promptly and accurately to the appropriate person
- 7 Participate positively in teamwork and team development

### **CPC 301 C Evaluate the effectiveness of working relationships**

#### **Performance Criteria**

You must show that you:

1. Clearly identify the outcomes you are seeking from **working relationships**
2. Clearly identify the contribution you can make to enhance working relationships
3. Comprehensively **review** your working relationships both within and outside/outwith your organisation on a regular basis
4. Accurately measure the extent to which working relationships are achieving the outcomes you have identified
5. Reflect objectively on the nature and value of your contribution to working relationships
6. Identify, and promptly make, any **changes and adjustments** needed to make the relationships more effective
7. Reflect objectively on your strengths and weaknesses in working relationships and seek ways to improve your practice

#### **Knowledge specification for the whole of this unit**

Competent practice is a combination of the application of skills and knowledge informed by principles and values. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit.

When using this specification **it is important to read the knowledge requirements in relation to the expectations and requirements of your job role**

You need to show that you know, understand and can apply in practice:

### **Values**

1. The rights that individuals, families and communities have and how to access them
3. The importance of individuals, families and communities participating as partners in working relationships
4. Ways to develop and maintain partnerships and working relationships with providers in the market
5. Ways to share information in working relationships without compromising policies in relation to confidentiality, commercial sensitivity or procurement practice
6. The differences in types, structures, governance and capacity of organisations, particularly voluntary sector and micro-providers, and the implications for working relationships
7. The importance of reflecting on your own practice and methods of doing so
8. Legal and organisational requirements on equality, diversity, discrimination and **rights** when working with individuals, families and communities
9. Legal and organisational requirements about safeguarding children and vulnerable adults
10. How to manage ethical dilemmas and conflicts in relationships with individuals, families and communities, partners, providers and colleagues.

### **Legislation and organisation policy and procedures**

11. Codes of practice and conduct, and standards and guidance relevant to your workplace and the roles, responsibilities, accountability and duties of others when developing working relationships
12. Current local, UK and European legislation and organisational requirements, procedures and practices for working relationships
13. Key government initiatives, which affect the organisational practices about working relationships
14. How to access, evaluate and influence organisational and workplace policies, procedures and systems for working relationships
15. Policies, procedures, guidance and protocols with the other organisations and professions with whom you work that are relevant to working relationships

## **Theory and practice**

16. Theories, research and current thinking about effective teamwork and networking
17. What type of opportunities exist to create and develop networking opportunities and how to make best use of them
18. Why building goodwill and trust is important and how to do so effectively
19. The difference in working relationships with private sector providers and those from the voluntary and community sector
20. Who to pass enquiries on to if they are beyond own responsibility
21. What are the procedures for recording contact with colleagues inside and outside your organisation
22. Why it is important to maintain effective working relationships
23. Why it is important to pass on information promptly and accurately