

CHC50808 Diploma of Social Housing (source: Community Services and Health Industry Skills Council , Community Services training Package)

This qualification covers workers who are managing or coordinating services within public and community housing, and information and advice services to tenants and residents, applicants and the community, including clients who are experiencing homeless or at risk of experiencing homelessness.

Workers at this level may be expected to lead and guide work groups and/or teams and may provide specialist advice to other workers. They may also coordinate or manage services, operations and/or whole organisations, develop and coach staff and undertake more complex housing management work, including developing new business opportunities and working with a board of directors.

Occupational titles may include:

- Aboriginal and/or Torres Strait Islander housing manager
- Advanced practitioner in social housing
- Coordinator, social housing
- Executive officer (community housing organisation – reporting directly to board of directors)
- Housing manager (reports directly to board of directors)
- Policy worker, social housing
- Project officers
- Property/asset manager (specialist)
- Senior client service officer – generalist
- Senior client service officer – specialist
- Senior housing officer/manager
- Support worker (specialist)
- Team leader, social housing
- Tenancy advice manager
- Training manager, social housing

Entry requirements

To gain entry into *CHC50808 Diploma of Social Housing* candidates must:

1. Be recognised as competent, through a recognised training program or recognition process, against the following compulsory units of competency from *CHC40908 Certificate IV in Social Housing*:

CHCCH301A Work effectively in social housing

CHCCH410A Manage and maintain tenancy agreements and services

CHCCH427A Work effectively with people experiencing or at risk of homelessness

OR

2. Have sufficient relevant experience and knowledge of social housing work to indicate likely success at this level of qualification in a job role involving:

- The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
- A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required
- The exercise of discretionary judgement and decision making under general guidance

PACKAGING RULES

18 units must be selected for this qualification including:

- 7 compulsory units
- 11 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

Compulsory units

CHCCOM504A	Develop, implement and promote effective workplace communication
CHCCS502A	Maintain legal and ethical work practices
CHCCS604A	Manage the delivery of quality services to clients
CHCNET501A	Work effectively with other services and networks
CHCORG428A	Reflect on and improve own professional practice
CHCORG506C	Coordinate the work environment

AND ONE only of the following units:

HLTOHS400A Maintain OHS processes

OR

HLTOHS500A Manage OHS processes

OR

HLTOHS600A Improve OHS processes

The importance of culturally aware and respectful practice

All workers undertaking social housing work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

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|------------|---|
| HLTHIR403B | Work effectively with culturally diverse clients and co-workers |
| HLTHIR404B | Work effectively with Aboriginal and/or Torres Strait Islander people |

Relevant electives

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Social housing electives

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|-------------|---|
| CHCCH422B | Manage a formal service level support agreement |
| CHCCH424B | Manage leasehold properties |
| CHCCH518A | Manage property maintenance planning |
| CHCCH521B | Develop social housing enterprise opportunities |
| CHCCH620D | Acquire properties by purchase or transfer |
| CPPDSM5022A | Implement asset management plan |
| CPPDSM5034A | Monitor performance of property or facility portfolio |

Property industry electives

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|-------------|---|
| CPPDSM4028A | Identify and analyse risks and opportunities in the property industry |
| CPPDSM4074A | Select and appoint contractors in the property industry |
| CPPDSM5005A | Contribute to a detailed property feasibility study |
| CPPDSM5013A | Develop a tenancy mix strategy |
| CPPDSM5026A | Manage a consultant property project consultant team |

Client services electives

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|-----------|--|
| CHCCH522A | Undertake outreach work |
| CHCCM503C | Develop, facilitate and monitor all aspects of case management |
| CHCCS410A | Facilitate client participation in the organisation and its management |
| CHCCS416A | Assess and provide services for clients with complex needs |
| CHCCS504A | Provide services to clients with complex needs |
| CHCMH301A | Work effectively in mental health |

Community development electives

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|-----------|--|
| CHCCD412A | Work within a community development framework |
| CHCCD505D | Develop community resources |
| CHCCD620B | Develop and implement a community renewal plan |
| CHCCS421A | Undertake community sector work within own community |

Organisation and administration

BSBATSIM406B	Manage assets
BSBWOR502A	Ensure team effectiveness
CHCADMIN508A	Manage limited budgets and financial accountabilities
CHCCS505A	Provide supervision support to community sector workers
CHCINF505C	Meet statutory and organisation information requirements
CHCORG406A	Supervise work
CHCORG529B	Provide coaching and motivation
CHCORG609C	Manage projects and strategies
CHCORG610A	Manage change in a community sector organisation
CHCORG611A	Lead and develop others in a community sector workplace
CHCORG613C	Manage organisation's strategic and business planning
CHCORG619C	Manage quality of organisation's service delivery outcomes
CHCORG627B	Provide mentoring support to colleagues
CHCPOL504B	Develop and implement policy
CHCQM501B	Facilitate an accreditation process
SRXGOV004B	Work effectively with the Board of an organisation

Domestic and family violence electives

CHCDFV402C	Manage own professional development in responding to domestic and family violence
CHCDFV403C	Provide crisis intervention and support to those experiencing domestic and family violence
CHCDFV406C	Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities
CHCDFV407C	Provide domestic and family violence support in non-English speaking background communities

Advocacy electives

CHCAD504A	Provide advocacy and representation services
CHCAD505A	Represent clients in court (<i>Note pre-requisite: CHCLEG411A</i>)
CHCAD506A	Represent the organisation in a court or tribunal
CHCAD603A	Provide systems advocacy services
CHCLEG411A	Use relevant legislation in response to client needs

Settlement work electives

CHCSW401A	Work effectively with forced migrants
CHCSW402A	Undertake bicultural work with forced migrants in Australia