



Training Descriptors

Diploma of Social Housing CHC50808

Training	Descriptor
<p>Complex needs: Provide services to clients with complex needs CHCCS504A <i>plus</i> Assess and provide services for clients with complex needs (both elective units)</p>	<p>This course assists housing workers to identify, understand and assess complex needs in the community housing setting. Participants will learn how complex needs are defined, the ways in which different complex needs present and interact, strategies and skills for assessment, planning, referral, and ongoing tenancy management.</p> <p>Participants will also learn ways to assess risk and identify situations and solutions for cases where tenants and applicants may require different models of accommodation or housing than your service is able to provide. This course is suited to all housing staff who work with tenants and applicants.</p>
<p>Co-ordinate the work environment CHCORG506C (core unit)</p>	<p>Growth in the community and public housing sector in recent years has led to more complex and diverse organisations and an increase in demand for qualified and skilled managers.</p> <p>Coordinators and Managers have more responsibility than ever before in supporting their staff to provide quality services to clients.</p> <p>This is an interesting Unit and provides participants with the opportunity to reflect on your insights and learning so you can apply this in the workplace and to your own professional development. In the course of this Unit we hope that you can also share your own experiences so that others may learn from you.</p> <p>The topics covered include:</p> <ul style="list-style-type: none"> • Contribute to and promote effective work practices • Promote effective workplace relations • Facilitate work group activities • Develop and implement staffing processes • Advocate for health and safety and fair employment practices
<p>CTTT: Represent the organisation in a court or tribunal CHCAD506A (elective unit)</p>	<p>How do you prepare to effectively represent your organisation at the Tribunal? How do you deal with complex cases? What is a good outcome? These two days of training will give you an overview of the Consumer Trader and Tenancy Tribunal (CTTT) and details of relevant legislation. Through the study of actual cases and your own examples, it will provide a practical perspective in collecting and presenting evidence and implementing outcomes.</p>

	<p>This is for all housing workers who go or will go to the Tribunal. It is expected that participants will have some knowledge of the Residential Tenancies Act 2010.</p> <p>Note: The assessment task requires taking a case to the Tribunal (with supervision) on behalf of your organisation.</p>
<p>Develop, implement & promote effective workplace communication CHCCOM504A (core unit) <i>plus</i> Ensure team effectiveness BSBWOR502A (elective unit)</p>	<p>Do you think you know everything there is to know about communication? Think again! Poor communication is one of the most quoted reasons for workplace problems – it doesn't matter how much training we do on communication skills there is always something more to learn. This course will also explore communication issues as a manager, where how you communicate with staff, clients and stakeholders is critical.</p> <p>This unit describes the knowledge and skills required to apply higher level communication skills that underpin effective workplace operations.</p> <p>The topics for this unit are:</p> <ol style="list-style-type: none"> 1. Develop effective communication strategies for the organisation 2. Represent the organisation to a range of groups 3. Facilitate group discussion and work group interaction 4. Use specific communication techniques to assist in resolving conflict 5. Produce quality written materials 7. Conduct interviews and formal discussions.
<p>Inspections, vacancies and leasehold properties: <i>and</i> Manage leasehold properties CHCCH424B (elective unit)</p> <p>This unit is delivered with the following Certificate IV level units: Undertake property inspection CPPDSM301A and Manage vacant properties CHCCH416C</p>	<p>A unique set of skills is required when your community housing organisation head leases properties from the private rental market. This unit involves training in identifying and acquiring suitable leasehold properties, manage and maintain leasehold properties in accordance with organisational policies and procedures, and the management of vacant leasehold properties.</p>
<p>Maintain legal and ethical work practices CHCCS502A (core unit)</p>	<p>This unit is about maintaining the application of legal and ethical work practices. The topics for this unit are:</p> <ul style="list-style-type: none"> • Promoting the importance of applying legislation and common law relevant to work roles • Monitoring the application of your organisation's policies and practices • Monitoring ethical work practices • Taking appropriate corrective action when client rights and interests are not being protected
<p>Manage OHS practices HLTOHS500A (core unit)</p>	<p>This unit is about managing occupational health and safety practices in your workplace. The topics for this unit are:</p> <ul style="list-style-type: none"> • How to manage OHS Information and records. • How to manage the participation of employees and Board members in the OHS process.

	<ul style="list-style-type: none"> • How to develop and manage the risk assessment process. • How to deliver and manage an appropriate OHS training program for staff and key stakeholders. • How to ensure a continuous improvement process is in place to maintain OHS compliance and best practice
Manage the delivery of quality services to clients CHCCS604A (core unit)	The delivery of quality services to tenants is at the heart of all areas of community housing. This unit therefore looks at the core issue of managing resources and systems to ensure your organisation is best delivering quality services to clients, often within complex and changing circumstances. It also looks at ways of identifying, addressing and reviewing these services to ensure what is in place is appropriate.
Provide mentoring support to colleagues CHCORG627B (elective unit)	Mentoring other individuals in the community housing sector can be an incredibly rewarding experience for all involved. Here we look the specifics of taking on a mentoring role from the initial steps of establishing an effective relationship through establishing the ways and means of providing appropriate and successful support .
Reflect and improve own professional practice CHCORG428A (core unit)	Take a step back to reflect on and evaluate your work as a manager, your continuing self development and your effective supervision within an ethical code of practice. The topics for this unit are: <ul style="list-style-type: none"> • Reflect on own practice • Ensure continuing self support and supervision • Operate within an agreed code of ethics or practice
Supports and networks: Provide support services to clients CHCCS419A (core unit) <i>plus</i> Work effectively with other services and networks CHCNET501A (core unit / Diploma core unit)	<p>Provide support services to clients</p> <p>Increasingly, our clients have high and complex needs. How can you best provide support for clients with a range of needs who are accessing social housing? This unit looks at the key issues in developing positive working relationships with clients and support providers to assist clients to meet their housing need. You will also learn how you can promote opportunities for clients to gain control over their lives, and also strategies for looking after yourself as a worker in situations of potential conflict.</p> <p>Work effectively with other services and networks</p> <p>Across the community services sector, there are many government and independent service providers that can assist you with your role in social housing. It is important to remember that you are not alone and that your relationships with other services are integral to your work as a housing worker. This unit looks at how you can liaise with and facilitate links with other organisations in your area to assist in providing services to meet your clients' needs. Strategies for identifying other service providers, strengthening links and building new relationships will also be covered.</p>
Tenant Participation: Facilitate client participation in the organisation CHCCS410A (elective unit)	New to tenant participation? Tried it without much success? Or just want to build on your achievements by learning how other organisations have succeeded in involving tenants. This training will help you to develop effective tenant participation policies and strategies. We will explore a wide range of practical ways to overcome barriers to effective participation and address ongoing

	<p>staff and tenant training needs. We will open up the tenant participation 'toolbox', full of creative ideas for involving tenants and communities.</p>
<p>Understanding culture: Work effectively with culturally diverse clients and co-workers HLTHIR404B <i>plus</i> Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations HLTHIR4A (both elective units)</p>	<p>Work effectively with culturally diverse clients and co-workers Many problems that are encountered in community services stem from a lack of knowledge about cultural sensitivities. It remains a fact that developing cultural awareness is an ongoing process. Despite these challenges, social housing workers gain personally and professionally from the rich diversity of co-workers and clients that make up our working world. This unit covers cross cultural communication strategies, managing difference, exploring our own cultural background and contributing to a culturally inclusive workplace.</p> <p>Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations To understand the uniqueness of Aboriginal culture, you must also have an understanding of the diversity within it. It is vital to grasp this understanding through developing strong relationships with Aboriginal people as a whole. This training will cover the history of Aboriginal housing and discuss how Aboriginal communities are structured. It should answer some commonly asked questions like: <i>Who are the Aboriginal people in my community? What are the protocols? Who are the elders?</i></p>
<p>Use relevant legislation in response to client needs CHCLEG411A (elective unit)</p>	<p>Ensuring that you use relevant legislation to advise clients with specific needs in relation to particular legal issues such as tenancy, disability, discrimination, domestic violence and mental health is essential for all housing workers. In this unit we look at the identification, interpretation and understanding of relevant legislation and legislative provisions. We also look at identifying strategies in response to the client's needs within these boundaries.</p>
<p>Develop and implement a community renewal plan CHCCD620B (elective unit) Will be offered in 2013</p>	<p>This unit explores the knowledge and skills required to identify, develop and implement community renewal strategies. It looks at how community housing organisations can work with the community and other community stakeholders to identify community renewal opportunities. It also looks at managing resources for community renewal, and ways of promoting and evaluating the effectiveness of community renewal.</p>
<p>Manage projects and strategies CHCORG6092 Will be offered in 2013</p>	<p>Wondering how to begin or complete the management of one of your community projects or strategies? Well, this is the unit for you as it covers the knowledge and skills required to initiate, plan or scope out, and then implement your strategies. We also show you the different methods you can use for evaluating and reporting on your project to your clients or stakeholders ie by way of templates which you can utilise within your workplace!</p> <p>This unit is suitable for team leaders and middle managers</p>

	<p>who have some understanding of project and strategy implementation.</p> <p>The assessment for this unit will require you to create and complete a full Project Plan that meets with all the competencies within this unit</p>
<p>Work effectively with the Board of an organisation SRXGOV004B (elective unit) Will be offered in 2013</p>	<p>In this unit we specifically explore the skills required to work effectively with the Board or management committee. Areas covered are how to identify and differentiate the roles of governance and management, how to facilitate the development of an effective Board, providing the right information to the Board, and ensuring Board decisions are implemented properly.</p>
<p>Diploma Pre requisite units (from the Certificate IV in Social Housing CHC40908)</p>	
<p>Manage and maintain tenancy agreements and services CHCCH410A (core unit / pre requisite Diploma unit)</p>	<p>Everything you need to know to be able to manage a tenancy, from the initial tenancy application through to supporting a successful long-term tenancy. The emphasis during the training is on getting the sign-up process right so that the tenancy management or termination will be relatively uncomplicated. Learn about the range of housing services provided to new tenants, promoting landlord and tenant responsibilities, ensuring compliance to the Residential Tenancies Act, monitoring good property care, managing complaints and appeals and using the Consumer Trader and Tenancy Tribunal (CTTT) to resolve disputes and breaches of the Residential Tenancies Act. The unit includes a dedicated section on appeals</p>
<p>Social Housing – the Big Picture: Work effectively in social housing CHCCH301A (core unit / pre requisite Diploma unit)</p>	<p>The history, background, values and context of social housing are explored in this important session. This unit aims to provide participants with an overview of the social housing context, including the history of social and community housing, both nationally and state-wide, current issues facing the social and community housing sector, funding programs that source social housing, the philosophy underpinning the sector and the key peak bodies and government organisations involved in supporting and developing social housing. This unit is a great induction for any workers new to the sector, including housing workers, executive officers and board members. It is also invaluable as a professional refresher for workers who have been in the field for some time but would like the opportunity to look at social housing outside their own particular environment.</p>
<p>Understanding Homelessness: Work effectively with people experiencing or at risk of homelessness CHCCH427A (core unit / pre requisite Diploma unit)</p>	<p>The unit is designed for housing workers who work with people who are homeless, or at risk of homelessness. Participants will learn the causes and impact of homelessness, understand types and definitions of homelessness, and recognise other issues that may be present such as trauma, domestic violence and mental health issues. The course aims to strengthen communication, and assessment skills whilst understanding the experience of homelessness from the homeless persons' perspective.</p>