



2010 Training Descriptors

Certificate IV in Social Housing CHC40908

Training	Descriptor
CLUSTER 1	
<p>Manage and maintain tenancy agreements and services CHCCH410A (compulsory) 2 day training session</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 is run over two days to allow all important points to be covered in sufficient detail, and includes a dedicated section on appeals.</p>
<p>Rent: Manage tenancy rent, charges and rental arrears CHCCH413A plus Manage rental assistance process CHCCH414C (both social housing electives)</p>	<p>Manage tenancy rent, charges and rental arrears The coordination of all aspects of tenancy rent and other tenancy related charges is part of the function of community housing organisations. This training will cover the major aspects of tenancy rent and charges, including managing arrears and tenant debt procedures according to the organisation's policy and procedures and understanding and contributing to your organisation's systems for managing tenancy rent. You will also look at best practice for managing rent and rental arrears including the Consumer Trader and Tenancy Tribunal (CTTT).</p> <p>Manage rental assistance process How do rental subsidies work in the community housing sector and what are the challenges in administering them? Participants will learn about the current rental subsidy program, how to assess an applicant for these services to determine suitability and eligibility, how to explain this to tenants, and how to work with an applicant to access and manage rental assistance.</p>

CLUSTER 2

Social Housing – the Big

Picture: Work effectively in social housing CHCCH301A (compulsory)

Also delivered via E Learning

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.

Work within a relevant legal and ethical framework CHCCS400A (compulsory)

How can you be sure that you and your organisation are operating legally? And even if something is “legal”, does that necessarily make it “ethical”? The knowledge and skills required by social housing workers to meet their obligations within the legal and ethical framework including duty of care requirements will be covered in this essential unit. Participants will gain an understanding of the legislation and common law relevant to their work as well as the issues and standards for working ethically. This unit connects legislation, organisational policies and procedures to your daily work practices. The training will also help you to recognise and respond when the rights and interests of tenants are not being protected.

E-Learning Unit

Understanding

Homelessness: Work effectively with people experiencing or at risk of homelessness CHCCH427A (compulsory)

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. This unit runs for 8 weeks. More information about E Learning is available on our website.

CLUSTER 3

Strengthening communication in your workplace: Use targeted communication skills to build relationships CHCCOM403A (compulsory)

“Know how to listen and you will profit from those who talk badly.”
Plutarch In an age where communication has never been more advanced, it is vital that we are able to use this to our advantage in the workplace. This is an opportunity for workers in the social housing field to identify and review their current communication strategies with both clients and colleagues. The training will include strategies for contributing to the development of effective communication strategies, representing the organisation to a range of groups, facilitating group discussions and communication skills for conflict resolution. This is also a valuable opportunity for peers working in the field to share ideas and build on their current skills.

<p>Understanding culture: Work effectively with culturally diverse clients and co-workers HLTHIR404B (compulsory) plus Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations HLTHIR4A (work with Aboriginal and/or Torres Strait Islander communities elective)</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> You will explore new and innovative ways of creating a culturally inclusive environment for your clients and colleagues.</p>
<p>CLUSTER 4</p>	
<p>Supports and networks: Provide support services to clients CHCCS419A plus Work effectively with other services and networks CHCNET501A (both compulsory)</p>	<p>Provide support services to clients 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 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>
<p>Complex needs: Provide services to clients with complex needs CHCCS504A (compulsory)</p>	<p>This course assists housing workers to identify and understand 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>
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CLUSTER 5

<p>E-Learning Unit</p> <p>Work safe: Contribute to OHS processes HLTOHS300A (compulsory)</p>	<p>Watch Out: Hazards are all around!!! If you are working in social housing, you have a responsibility not only for your own safety, but also for the safety of tenants. This unit will provide an opportunity for you to identify occupational health and safety hazards and assess and minimise risk. The session will provide a practical framework for managing OHS risk. Learn how to plan to overcome potential risks in the social housing context, including sole working, working out of the office, maintenance hazards, stress and the risk of violence, how to contribute to workplace consultations on OHS and knowing your rights on OHS. Remember that everyone has a role to play in OHS in your organisation. This unit runs for 4 weeks. More information about E Learning is available on our website.</p>
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CLUSTER 6

<p>Inspections, vacancies and leasehold properties:</p> <p>Undertake property inspection CPPDSM301A (property industry elective); Manage vacant properties CHCCH416C and Manage leasehold properties CHCCH424B (both social housing electives)</p>	<p>Undertake property inspection</p> <p>Detailed knowledge of landlord and tenant responsibilities, condition report documentation and property assessment is required to appropriately inspect a property for conditions and compliance with approved requirements. This unit will provide you with the required skills to inspect property, including ensuring that onsite works and building services are compliant with approvals and information about building regulations, practice, and contractual requirements. You will also be shown how to notify the result of inspection and prepare an inspection report.</p> <p>Manage vacant properties</p> <p>A vacant property is not something you can just forget about. Good management of unoccupied properties can save a lot of trouble and money. Topics for this unit include managing vacancies, managing abandoned properties and goods, assessing and managing property condition, identifying vacant properties and implementing arrears and management procedures.</p> <p>Manage leasehold properties</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>
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<p>Responsive maintenance: Respond to property maintenance enquiries CHCCH317A (social housing elective)</p>	<p>A high quality repairs and maintenance service is essential for tenant satisfaction and safety. This unit will explore how to manage property maintenance effectively and efficiently to meet best practice standards. It will also examine how to handle maintenance requests. In this unit you will learn about identifying the nature and urgency of an enquiry, assessing the information provided and the impact of associated problems, and determining a suitable response to the situation.</p>
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CLUSTER 7

<p>Applications and allocations: Manage housing application processes CHCCH411A and Manage housing allocations CHCCH412C (both social housing electives)</p>	<p>Manage housing application processes This course deals with good practice processes involved in the receiving and processing of housing applications. The key skills to identify and review current practices and consider the key issues in handling applications, managing a waiting list and allocating a rental property are some of the important issues that will be covered. You will also explore some of the current issues in managing housing applications nationally and internationally to help provide a wider perspective.</p> <p>Managing housing allocations Once an applicant has applied for community housing it is vital that the housing provided is appropriate for their specific needs. In this unit you will look at the issues and processes in administering housing allocations, including examining the different options for how housing allocations are handled, meeting priority client need, managing housing allocations and coordinating tenant relocation.</p>
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CLUSTER 8

<p>Engaging your community: Work within a community development framework CHCCD412DA (community development elective), plus Facilitate client participation in the organisation CHCCS410A (client services elective)</p>	<p>Work within a community development framework When you are working within community housing, your work is fundamentally linked with the building of stronger, more connected communities. It is therefore important to have a practical and accurate view of the idea of “community” so that appropriate goals and aims can be set. This unit takes into account the increasing importance of community renewal initiatives. It will explore practical methods for ensuring that your organisation is in touch with the local community and is able to contribute to creating an environment to assist individuals & groups to become empowered. Learn from inspirational examples of successful community development & renewal programs from Australian & internationally.</p> <p>Tenant participation 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 staff and tenant training needs. We will open up the tenant participation ‘toolbox’, full of creative ideas for involving tenants and communities.</p>
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NEW WORKER INDUCTION CLUSTER – Delivered mid year and end of year

Manage and maintain tenancy agreements and services

CHCCH410A

(compulsory)

2 day training session

Dates to be confirmed

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Social Housing – the Big Picture:

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