



# Centre for Training in Social Housing

## Unit of Competency Descriptors

2018



# Unit of Competency Descriptors 2018

Following is a list of the units offered by the Centre for Training in Social Housing. You can access more detailed unit descriptions of each unit by clicking on the links below.

## CHC42215 Certificate IV in Social Housing

<p><b>Core Units</b></p> <p><a href="#">CHCCCS004</a> Assess co-existing needs</p> <p><a href="#">CHCSOH002</a> Manage and maintain tenancy agreements and services</p> <p><a href="#">HLTWHS003</a> Maintain work health and safety</p> <p><a href="#">CHCCOM002</a> Use communication to build relationships</p>	<p><a href="#">CHCLEG001</a> Work legally and ethically</p> <p><a href="#">CHCSOH010</a> Work with clients within the social housing system</p> <p><a href="#">CHCDIV001</a> Work with diverse people</p> <p><a href="#">CHCSOH001</a> Work with people experiencing or at risk of homelessness</p>
<p><b>Elective Units</b></p> <p><a href="#">CHCCSM005</a> Develop, facilitate and review all aspects of case management</p> <p><a href="#">CHCLEG002</a> Interpret and use legal information</p> <p><a href="#">CHCSOH008</a> Manage head lease</p> <p><a href="#">CHCSOH004</a> Manage housing allocations</p> <p><a href="#">CHCSOH003</a> Manage housing application processes</p> <p><a href="#">CHCSOH005</a> Manage tenancy rent and rental arrears</p> <p><a href="#">CHCSOH006</a> Manage vacant properties</p> <p><a href="#">CHCDIV002</a> Promote Aboriginal and Torres Strait Islander cultural safety</p>	<p><a href="#">CHCDFV001</a> Recognise and respond appropriately to domestic and family violence</p> <p><a href="#">CHCPRP003</a> Reflect on and improve own professional practice</p> <p><a href="#">CHCADV004</a> Represent organisation in a court or tribunal</p> <p><a href="#">CHCCCS020</a> Respond effectively to behaviours of concern</p> <p><a href="#">CHCSOH007</a> Respond to property maintenance enquiries</p> <p><a href="#">BSBMGT401</a> Show leadership in the workplace</p> <p><a href="#">CPPDSM3014A</a> Undertake property inspection</p> <p><a href="#">CHCCCS027</a> Visit client residence</p> <p><a href="#">CHCAOD001</a> Work in an alcohol and other drugs context</p> <p><a href="#">CHCMHS001</a> Work with people with mental health issues</p>



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## CHC52015 Diploma of Community Services

<p><b>Core Units</b></p> <p><a href="#">CHCDEV002</a> Analyse impacts of sociological factors on clients in community work and services</p> <p><a href="#">CHCCCS007</a> Develop and implement service programs</p> <p><a href="#">CHCCOM003</a> Develop workplace communication strategies</p>	<p><a href="#">CHCMGT005</a> Facilitate workplace debriefing and support processes</p> <p><a href="#">CHCDIV003</a> Manage and promote diversity</p> <p><a href="#">CHCLEG003</a> Manage legal and ethical compliance</p> <p><a href="#">HLTWHS004</a> Manage work health and safety</p> <p><a href="#">CHCPRP003</a> Reflect on and improve own professional practice</p>
<p><b>Elective Units</b></p> <p><a href="#">CHCPOL002</a> Develop and implement policy</p> <p><a href="#">CHCCSM005</a> Develop, facilitate and review all aspects of case management</p> <p><a href="#">CPPDSM5022A</a> Implement asset management plan</p> <p><a href="#">CHCMHS013</a> Implement trauma informed care</p> <p><a href="#">CHCSOH002</a> Manage and maintain tenancy agreements and services</p> <p><a href="#">CHCSOH008</a> Manage head lease</p>	<p><a href="#">CHCDIV002</a> Promote Aboriginal and/or Torres Strait Islander cultural safety</p> <p><a href="#">CHCCSM006</a> Provide case management supervision</p> <p><a href="#">CHCCSM004</a> Coordinate complex case requirements</p> <p><a href="#">CHCADV004</a> Represent organisation in court or tribunal</p> <p><a href="#">CHCSOH001</a> Work with people experiencing or at the risk of homelessness</p> <p><a href="#">CHCMHS001</a> Work with people with mental health issues</p> <p><a href="#">CPPDSM6007A</a> Develop life cycle asset management plan</p> <p><a href="#">CPPDSM5013A</a> Develop a tenancy mix strategy</p>



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<b>Certificate IV Core Units</b>	
<p><b>CHCCCS004</b></p> <p><b>Assess coexisting needs</b></p> <p>Certificate IV core unit Diploma elective unit</p>	<p>Increasingly within the housing sector, applicants and tenants are presenting with a range of complex needs such as alcohol and other drug use, mental health issues, domestic and family violence, homelessness among others. For many people these issues are coexisting. Accurate assessment to ensure appropriate supports are provided is critical for applicants to access housing and can make the difference for a tenant being able to sustain a tenancy.</p> <p>This unit describes the skills and knowledge required to identify and assess the diverse and multi-faceted needs of those seeking housing assistance. You will have an opportunity to apply your current assessment practices to case studies in order to determine the appropriate supports needed to address the person's needs.</p>
<p><b>CHCSOH002</b></p> <p><b>Manage and maintain tenancy agreements and services</b></p> <p>Certificate IV core unit Diploma elective unit</p>	<p>Everything you need to know to be able to manage a tenancy, from the initial lease signing, to supporting a successful long-term tenancy, through to when that tenancy ends. You will learn about the importance of the sign-up process, and will examine good practice in managing the tenancy throughout its life.</p> <p>Learn about the range of housing services provided to tenants, the important role of external support services, promoting and communicating landlord and tenant responsibilities, ensuring understanding and compliance with residential tenancies legislation, maintenance and property care.</p> <p>You will learn about the difference between complaints and appeals and their management. You will also learn about using Tribunals or Courts to resolve disputes, breaches of the residential tenancy law within your state or territory and the eviction process. Lots of valuable and practical information.</p>
<p><b>HLTWHS003</b></p> <p><b>Maintain work health and safety</b></p> <p>Certificate IV core unit</p>	<p>Watch Out: Hazards are all around! You have a responsibility not only for your own safety, but also for the safety of tenants and work colleagues. This unit will provide an opportunity for you to identify workplace health and safety hazards and implement and monitor risk avoidance measures. The session will provide a practical framework for managing WHS 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 WHS and knowing your rights on WHS. Remember that everyone has a role to play in WHS in your organisation.</p>



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<p><b>CHCCOM002</b></p> <p><b>Use communication to build relationships</b></p> <p>Certificate IV core unit</p>	<p>This unit identifies the skills and knowledge to apply specific communication skills and techniques to establish, build and maintain relationships with clients/tenants, colleagues and other stakeholders based on respect and trust. It includes face-to-face communication, written communication, and the use of digital media, which has added another layer of complexity to our communication options.</p> <p>The unit has a practical focus providing social housing staff with the opportunity to identify and review their current communication style and practice their communication skills using relevant housing sector scenarios. The training explores a range of strategies that can be used for effective communication, facilitating work meetings, techniques for overcoming communication barriers and skills for conflict resolution. This is a valuable opportunity for social housing staff to reflect, share ideas with peers and build on their current communication skills.</p>
<p><b>CHCLEG001</b></p> <p><b>Work legally and ethically</b></p> <p>Certificate IV core unit</p>	<p>How can you be sure that you and your organisation are operating legally? Even if something is “legal”, does that necessarily make it “ethical”?</p> <p>This unit covers the knowledge and skills required by social housing workers to meet their obligations within the legal and ethical framework. Participants will gain an understanding of legislation and common law relevant to their work including duty of care requirements, conflicts of interest, confidentiality and the issues and standards for working ethically. This unit connects legislation, organisational policies and procedures, and ethical standards 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; and how you can identify and contribute to situations where work practices could be improved to meet legal and ethical responsibilities.</p>
<p><b>CHCSOH010</b></p> <p><b>Work with clients within the social housing system</b></p> <p>Certificate IV core 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. We will look nationally, state-wide and locally, examine current issues and opportunities for the social housing sector, look at funding programs, types of social housing available, discuss the philosophy underpinning the sector and the key peak bodies and government organisations involved in supporting and developing social housing.</p> <p>This unit is a great induction for anyone 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>



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<p><b>CHCDIV001</b></p> <p><b>Work with diverse people</b></p> <p>Certificate IV core unit</p>	<p>Having an understanding of cultural diversity and demonstrating cultural competence in the workplace is now an expectation across the community sector. Cultural diversity includes and extends beyond ethnicity and it is important to recognise diversity in all its different forms.</p> <p>This unit explores characteristics of diverse groups such as culture, race, ethnicity, disability, religious or spiritual beliefs, gender including transgender and intersex, sexual orientation/sexual identity; and the diversity of Australia's Aboriginal and/or Torres Strait Islander cultures. It explores the impact of the dominant culture, including the generational impact.</p> <p>Key to this work is understanding the importance of self-awareness about our own attitudes and biases and how we can address communication barriers. We will examine how to contribute to the development of professional relationships based on the appreciation of diversity and inclusiveness in the workplace and the benefits of workplace diversity.</p>
<p><b>CHCSOH001</b></p> <p><b>Work with people experiencing or at risk of homelessness</b></p> <p>Certificate IV core unit</p> <p>Diploma elective unit</p>	<p>The unit is designed for social housing workers who work with people who are homeless, or at risk of homelessness.</p> <p>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 and family violence and mental health issues.</p> <p>In recognising that social housing providers are often the first point of contact for people who are experiencing or at risk of homelessness, the unit aims to strengthen assessment and advocacy skills, and identifies the housing options and pathways within the homelessness service system.</p>

## Certificate IV Electives



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Unit of Competency	Descriptor
<p><b>CHCCSM005</b> <b>Develop, facilitate and review all aspects of case management</b></p> <p>Certificate IV elective unit Diploma elective unit</p>	<p>This unit is for those who undertake case management meetings to plan, monitor and review service provision, with strengths-based, person-centred, needs-based approaches to service delivery. The unit provides an understanding of case management and explores the key concepts.</p> <p>This unit has a practical focus as participants apply all the stages of case management including: determining the appropriate responses to case management; initial/intake assessment; comprehensive assessment; conducting a case planning meeting; developing a case plan and monitoring and reviewing case work, including case closure.</p>
<p><b>CHCLEG002</b> <b>Interpret and use legal information</b></p> <p>Certificate IV elective unit</p>	<p>Social housing operates within the legal framework. To be able to provide effective client service, we need to be able to identify, interpret and apply relevant legislation.</p> <p>We will explore the Australian legislative framework; specific legislation relating to social housing; the role of negotiation and mediation; and when to seek legal assistance. How do you interpret and use this information to improve client outcomes? How will you keep up to date with and share the changing nature of the law?</p> <p>All this is examined in the training within a framework of social justice, access and equity and procedural fairness.</p>
<p><b>CHCSOH008</b> <b>Manage head lease</b></p> <p>Certificate IV elective unit Diploma elective unit</p>	<p>What is the difference between a head lease and a sub-lease, and how are these differences managed? A unique set of skills and understanding is required of workers when social housing organisations head lease properties from the private rental market.</p> <p>In this unit, you will learn how to identify and acquire suitable leasehold properties to match your organisation's needs; promote your organisation to landlords and agents; manage and maintain leasehold properties; end a head lease agreement; and re-house tenants in accordance with organisational policies and procedures and the law.</p>
<p><b>CHCSOH004</b> <b>Manage housing allocations</b></p> <p>Certificate IV elective unit</p>	<p>Once an applicant is approved for social housing, it is vital that the housing provided is appropriate for their specific needs.</p> <p>In this unit, you will look at the issues and processes in administering a variety of housing allocations; refusal of offers; re-housing tenants (both tenant and management initiated); and emergency relocations according to organisational policy and processes.</p>



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<p><b>CHCSOH003</b> <b>Manage housing application processes</b></p> <p>Certificate IV elective unit</p>	<p>This course deals with good practice processes involved in receiving, assessing and processing housing applications.</p> <p>You will examine the key skills to receipt an application and manage missing information; privacy and confidentiality; assess eligibility requirements including priority assessment; determine entitlements to other relevant housing products; and manage the waiting list as client circumstances changes. This course provides practice in completing and assessing applications, forms and interview templates.</p>
<p><b>CHCSOH005</b> <b>Manage tenancy rent and rental arrears</b></p> <p>Certificate IV elective unit</p>	<p>The management of all aspects of tenancy rent and other tenancy related charges is a key function of social housing organisations. This training will cover the major aspects of tenancy rent including:</p> <ul style="list-style-type: none"> <li>• determining eligibility for a rental subsidy and calculating rent;</li> <li>• explaining rent calculations to tenants;</li> <li>• rent reviews and market rent increases;</li> <li>• managing rent accounts, including managing arrears;</li> <li>• referral options and early intervention;</li> <li>• tenant debt recovery management according to the organisation's policy and procedures;</li> </ul> <p>You will also look at best practice for managing rent and rental arrears and the processes for taking cases to Tribunal or Court.</p>
<p><b>CHCSOH006</b> <b>Manage vacant properties</b></p> <p>Certificate IV elective unit</p>	<p>Good management of vacant properties can save a lot of time, trouble and money. Topics covered in this unit include managing allocation of vacant properties; recognising and managing abandoned properties and uncollected goods; assessing and managing property condition reports and tenant charges; arrears management; vacancy turnaround benchmarks; protecting vacant properties; and planned and responsive maintenance management procedures.</p>

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<p><b>CHCDIV002</b></p> <p><b>Promote Aboriginal and/or Torres Strait Islander cultural safety</b></p> <p>Certificate IV elective unit Diploma elective unit</p>	<p>This unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace; model cultural safety in own work practice; and develop strategies to enhance cultural safety. The unit will explore the historical context of Aboriginal and Torres Strait Islander people in Australia in order to set the scene.</p> <p>In this training learners will identify the potential impact of cultural factors on service delivery and identify critical issues that influence relationships and communication with Aboriginal and/or Torres Strait Islander clients/tenants.</p> <p>This will include: learning how to establish key aspects of cultural safety in consultation with Aboriginal and/or Torres Strait Islander people; and how to model cultural safety in work practices grounded in an awareness of cultural bias, in the context of reflecting and understanding our own culture.</p> <p>There will also be an opportunity to consider and evaluate how cultural safety is integrated into the workplace.</p>
<p><b>CHCDFV001</b></p> <p><b>Recognise and respond appropriately to domestic and family violence</b></p> <p>Certificate IV elective unit</p>	<p>There is a greater awareness in our society of the incidence and the nature of domestic and family violence (DFV). This is reflected in recent increases in government funding for programs and services. It is common for workers in the social housing sector to encounter DFV and recent reforms have affected the housing worker's role.</p> <p>This unit assists workers to recognise DFV by understanding what DFV is; understanding myths and facts relating to DFV; and by exploring the effects on the lives of individuals and families. Learners will use case studies to identify the issues, assess what is needed within the scope of their role, respond appropriately to increase safety and understand provisions within the Residential Tenancy Act (2010) to respond to DFV.</p> <p>Learners will apply legal and organisational standards, and practice the interpersonal skills needed to respond effectively. The unit explores tools to assess safety and identify the specialist service providers who work with those experiencing DFV.</p> <p>The unit also looks at debriefing of difficult incidents and the need for self-care.</p>
<p><b>CHCPRP003</b></p> <p><b>Reflect on and improve own professional practice</b></p>	<p>Take a step back to reflect! This unit gives learners a chance to reflect on and evaluate their own work to enhance their practice. It is based on understanding the value of continuing professional development and the need to improve our own practice.</p> <p>The unit explores the importance of giving and receiving feedback in the workplace and how to determine areas for self-improvement as well as identifying and implementing self-care strategies.</p> <p>There is a practical focus of this unit which includes creating a Professional</p>

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<p><b>Certificate IV elective unit</b> <b>Diploma core unit</b></p>	<p>Development Plan, which will identify goals and training options to assist increasing skills.</p>
<p><b>CHCADV004</b> <b>Represent organisation in court or tribunal</b></p> <p><b>Certificate IV elective unit</b> <b>Diploma elective unit</b></p> <p>This unit is NSW specific. It can be contextualised for other jurisdictions.</p>	<p>How do you prepare to represent your organisation at the Tribunal effectively? How do you deal with a range of cases? What is a good outcome to a hearing? These two days of training will give an overview of taking social housing disputes to the NSW Civil and Administrative Tribunal (NCAT) including practical 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 unit is for social housing staff who currently go or are ready to go to the Tribunal. It is expected that learners will have some understanding of the NSW Residential Tenancies Act 2010.</p> <p><b>Note:</b> The assessment task requires actually taking a case to the Tribunal on behalf of your organisation under the supervision of a Tribunal Coach within your organisation.</p>
<p><b>CHCCCS020</b> <b>Respond effectively to behaviours of concern</b></p> <p><b>Certificate IV elective unit</b></p>	<p>More and more often the social housing sector is dealing with people with complex histories and behaviours. How do you respond to behaviours of concern with tenants, clients and others? What can you do to handle difficult situations and where do you go for assistance?</p> <p>This unit explores strategies for identifying, planning and applying effective responses when faced with challenging behaviours to ensure safety for all involved and act in accordance with the policies and procedures of your organisation. There are opportunities to share practical strategies with other learners through case studies, and the unit will help you to gain confidence in your ability to respond appropriately and get help within the scope of your role.</p>



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<p><b>CHCSOH007</b> <b>Respond to property maintenance enquiries</b></p> <p>Certificate IV elective unit</p>	<p>A high quality repairs and maintenance service is essential for tenant satisfaction and safety, and to maintain the housing assets of a social housing provider. 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.</p> <p>In this unit you will learn about identifying the nature and urgency of an enquiry; assessing the information provided and inspection requirements; determining a suitable response and timeframe; follow up actions; contractor management and work health and safety considerations.</p>
<p><b>BSBMGT401</b> <b>Show leadership in the workplace</b></p> <p>Certificate IV Elective unit</p>	<p>As a leader, you are a model of your organisation. This applies both within the organisation, and representing it externally.</p> <p>This training is aimed at those who are ready to take on this added responsibility, moving from a team member to a leader.</p> <p>What does it mean to model high standards of performance and behaviour? What sort of leader are you? How do you enhance the organisation's image? What is it to make informed decision as a leader?</p> <p>This unit brings together reflecting on yourself as a leader, plus how that contributes to the integrity of your organisation.</p>
<p><b>CPPDSM3014A</b> <b>Undertake property inspection</b></p> <p>Certificate IV elective unit</p>	<p>In order to undertake a property inspection and comply with legislative requirements, you need a detailed knowledge of landlord and tenant rights and responsibilities and organisational policy and process.</p> <p>This unit will provide an outline of the different types of properties and property inspections; legislative and contractual requirements in relation to property repairs, timeframes and standards; Australian building codes and standards; and work health and safety considerations.</p> <p>The unit will also cover how to document the result of an inspection and includes the practical application of skills.</p>
<p><b>CHCCCS027</b> <b>Visit client residence</b></p> <p>Certificate IV elective unit</p>	<p>Social housing workers visit clients in their own home for many different reasons. How we approach a home visit can have a long term effect on the relationships we are building and on the work we want to achieve.</p> <p>During this unit we will explore how to effectively prepare for a visit; tenant notification timeframes; contingency management; health considerations; respectfully and sensitively undertaking the visit; challenging behaviours; follow up actions and work health and safety considerations.</p>



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<p><b>CHCAOD001</b></p> <p><b>Work in an alcohol and other drugs context</b></p> <p>Certificate IV elective unit</p>	<p>Housing workers will encounter tenants with complex needs as part of their work role, and this includes tenants engaged in harmful behaviours associated with alcohol and other drug use (AOD). This unit provides an understanding of the historical and social context of drug use, the various treatment options available to support people in addressing their AOD use and the philosophy and values associated with the AOD sector, including harm minimisation.</p> <p>Learners will learn about different types of drugs and their effects; current drug use patterns/trends in Australia and high risk groups; different models of work within the AOD sector; and acquire some practical skills such as the use of motivational interviewing to engage with people with AOD issues. Learners will also reflect on their own attitudes and values and how they might impact on how they work with people with AOD issues.</p>
<p><b>CHCMHS001</b></p> <p><b>Work with people with mental health issues</b></p> <p>Certificate IV elective unit</p> <p>Diploma elective unit</p>	<p>It has become increasingly clear that social housing workers are required to work with applicants and tenants with diagnosed and undiagnosed mental illness in a greater capacity than was historically required.</p> <p>This training explores different types of mental health issues; and ways to work with clients/tenants with mental health issues, in the context of your organisations service provision, and in the context of your work role. This includes:</p> <ul style="list-style-type: none"> <li>• developing appropriate working relationships with tenants/clients who have lived experience of mental health issues to identify and clarify their needs</li> <li>• providing non-clinical services to assist them to meet their needs, including referral for appropriate specialist support.</li> </ul>

## Diploma Core Units



# Unit of Competency Descriptors 2018

Unit of Competency	Descriptor
<p><b>CHCDEV002</b> <b>Analyse impacts of sociological factors on clients in community work and services</b></p> <p>Diploma core unit</p>	<p>What are the social and cultural issues within Australian society, and how do these factors affect our clients/tenants?</p> <p>This unit will look at the broad social and cultural context of work in the community sector. We will examine factors that contribute to inequality, the role of social policy, and the consequences on clients/tenants within our society, and on our service delivery.</p> <p>It will explain sociology and theories in the context of the social housing sector and give participants a better understanding of their client/tenant groups, the issues that impact on their lives, and therefore how to approach the delivery of services most effectively.</p> <p>Learners will have the opportunity to examine case studies, looking at the influences underpinning social policy.</p>
<p><b>CHCCCS007</b> <b>Develop and implement service programs</b></p> <p>Diploma core unit</p>	<p>Are the programs our organisation develops meeting the service needs of specific groups we want to reach? Are they the right programs? How do we know if they are working?</p> <p>In this unit we will look at how to engage service users; analyse their needs and feedback; establish what is needed to develop effective programs; communication methods; implement and monitor the programs; and evaluate the programs to continually improve the service we provide.</p>
<p><b>CHCCOM003</b> <b>Develop workplace communication strategies</b></p> <p>Diploma core unit</p>	<p>Poor communication is one of the most quoted reasons for workplace problems. This unit looks at higher level communication skills relevant to managers and the development of workplace communication systems; protocols; strategies; and plans, including the use of digital media for providing information and marketing options.</p> <p>The unit explores coaching and mentoring in relation to effective communication with staff; how to organise team meetings effectively; the importance of developing networks; and representing the organisation to a range of groups.</p> <p>The topics for this unit include: identifying the communication needs of the organisation, individuals and staff teams; developing and implementing communication strategies and protocols to meet the organisations goals; maintaining external networks and relationships to meet organisation objectives; and obtaining feedback for the purpose of continuous improvement.</p>
<p><b>CHCMGT005</b> <b>Facilitate workplace</b></p>	<p>Debriefing and support are crucial skills for a supervisor/manager. They contribute to staff wellbeing and development. This unit describes the skills and knowledge required to support workers through the implementation of support processes to manage stress and monitor emotional wellbeing of</p>



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<p><b>debriefing and support processes</b></p> <p>Diploma core unit</p>	<p>self or colleagues within the housing context.</p> <p>It also explores the skills required to facilitate structured debriefing sessions with colleagues/staff following incidents which have the potential to impact on health and wellbeing. Regular self-assessment and reflective behaviour strategies to monitor performance and seeking informal and formal feedback are also encouraged.</p> <p>The training includes practical activities using case scenarios.</p>
<p><b>CHCDIV003</b></p> <p><b>Manage and promote diversity</b></p> <p>Diploma core unit</p>	<p>The diversity of workers and of clients/tenants in community services has grown enormously over the last few decades. An important leadership role within an organisation is to manage and promote diversity and to contribute to the planning of diversity policies and procedures.</p> <p>Diversity encompasses us all and includes areas of diversity such as: race, culture, ethnicity, disability, sexual orientation/sexual identify, gender including transgender and intersexed, religious or spiritual belief, lifestyle and generational/age characteristics.</p> <p>This unit will assist leaders to develop their cultural competence through an understanding and respect of cultural difference and cultural safety.</p> <p>The unit will include exploring the diversity and inclusion maturity and cultural competence of your organisation.</p>
<p><b>CHCLEG003</b></p> <p><b>Manage legal and ethical compliance</b></p> <p>Diploma core unit</p>	<p>This unit describes the skills and knowledge required to research information about compliance and ethical practice responsibilities, and then develop and monitor policies and procedures to meet those responsibilities.</p> <p>The topics covered in this unit include identifying the scope of relevant compliance requirements related to the housing sector; and evaluating how it applies to your own area of work. You will identify the ethics applicable to the housing sector and incorporate scope of practice considerations including the responsibilities towards workers, tenants and the broader community. The unit also explores how to develop, communicate, monitor and evaluate work practices for non-compliance, and what to do when issues or breaches of ethical or legal practice are identified.</p>
<p><b>HLTWHS004</b></p> <p><b>Manage work health and safety</b></p> <p>Diploma core unit</p>	<p>This unit outlines the ongoing management of work health and safety in the workplace. It is important to understand your legal responsibilities and how to manage WHS risk.</p> <p>The topics for this unit are:</p> <ul style="list-style-type: none"> <li>• Establish work health and safety practices</li> <li>• Facilitate consultation, cooperation and communication</li> <li>• Monitor compliance with risk control processes</li> <li>• Evaluate and maintain WHS.</li> </ul>



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<p><b>CHCPRP003</b> <b>Reflect on and improve own professional practice</b></p> <p>Diploma core unit Certificate IV elective unit</p>	<p>Take a step back to reflect! This unit gives learners a chance to reflect on and evaluate their own work to enhance their practice. It is based on understanding the value of continuing professional development and the need to improve our own practice.</p> <p>The unit explores the importance of giving and receiving feedback in the workplace and how to determine areas for self-improvement as well as identifying and implementing self-care strategies.</p> <p>There is a practical focus of this unit which includes creating a Professional Development Plan, which will identify goals and training options to assist increasing skills.</p>
<p><b>Diploma Elective Units</b></p>	
<p><b>CHCPOL002</b> <b>Develop and implement policy</b></p> <p>Diploma elective unit</p>	<p>Are you responsible for driving new policy directives in your service? If the answer is yes, or you would like to be, then this training is for you!</p> <p>An organisation with good policy, that is always developing, is an organisation that works well. Policy reflects legislation, is integral to registration, and sits on the underlying values and goals of the organisation.</p> <p>The training will look at what it is to research, draft, test, develop, implement and review policy within a legal and ethical framework; and within industry developments and context.</p>
<p><b>CHCCSM005</b> <b>Develop, facilitate and review all aspects of case management</b></p> <p>Certificate IV elective unit Diploma elective unit</p>	<p>This unit is for those who undertake case management meetings to plan, monitor and review service provision, with strengths-based, person-centred, needs-based approaches to service delivery. The unit provides an understanding of case management and explores the key concepts.</p> <p>This unit has a practical focus as participants apply all the stages of case management including: determining the appropriate responses to case management; initial/intake assessment; comprehensive assessment; conducting a case planning meeting; developing a case plan and monitoring and reviewing case work, including case closure.</p>



# Unit of Competency Descriptors 2018

Unit of Competency	Descriptor
<p><b>CPPDSM5022A</b></p> <p><b>Implement asset management plan</b></p> <p>Diploma elective unit</p>	<p>Effectively managing assets is key for a successful social housing organisation.</p> <p>This unit looks at what is required to develop and implement an asset management plan. The unit will outline determining the resource needs of the organisation; planned maintenance of assets; stakeholder consultation; Australian building codes and standards; contractual, legislative and registration requirements and benchmarking; and risk management. We will also examine the review and evaluation of the asset management plan to ensure continuous improvement.</p>
<p><b>CHCMHS013</b></p> <p><b>Implement trauma informed care</b></p> <p>Diploma elective unit</p>	<p>Trauma informed care involves providing services informed by the knowledge and understanding of the impact of trauma, in particular interpersonal violence, and varying service practice to reduce the likelihood of re-traumatisation.</p> <p>This unit explores how to work in a trauma informed manner; what is required to promote trauma informed care; and ways to develop strategies to address people's specific trauma needs. This involves looking at case scenarios and tools to explore trauma informed care principles and practical ways your organisation can further implement a trauma informed response. The unit also explores how to ensure cultural sensitivity through a trauma informed approach and utilising a coordinated approach with other services.</p> <p>The unit identifies how implementing a trauma informed care approach can reduce the likelihood of vicarious trauma for staff and explores other self-care strategies.</p>
<p><b>CHCSOH002</b></p> <p><b>Manage and maintain tenancy agreements and services</b></p> <p>Certificate IV core unit</p> <p>Diploma elective unit</p>	<p>Everything you need to know to be able to manage a tenancy, from the initial lease signing, to supporting a successful long-term tenancy, through to when that tenancy ends. You will learn about the importance of the sign-up process, and will examine good practice in managing the tenancy throughout its life.</p> <p>Learn about the range of housing services provided to tenants, the important role of external support services, promoting and communicating landlord and tenant responsibilities, ensuring understanding and compliance with residential tenancies legislation, maintenance and property care.</p> <p>You will learn about the difference between complaints and appeals and</p>



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	<p>their management. You will also learn about using Tribunals or Courts to resolve disputes, breaches of the residential tenancy law within your state or territory and the eviction process. Lots of valuable and practical information.</p>
<p><b>CHCSOH008</b> <b>Manage head lease</b></p> <p>Certificate IV elective unit Diploma elective unit</p>	<p>What is the difference between a head lease and a sub-lease, and how are these differences managed? A unique set of skills and understanding is required of workers when social housing organisations head lease properties from the private rental market.</p> <p>In this unit, you will learn how to identify and acquire suitable leasehold properties to match your organisation's needs; promote your organisation to landlords and agents; manage and maintain leasehold properties; end a head lease agreement; and re-house tenants in accordance with organisational policies and procedures and the law.</p>
<p><b>CHCDIV002</b> <b>Promote Aboriginal and/or Torres Strait Islander cultural safety</b></p> <p>Certificate IV elective unit Diploma elective unit</p>	<p>This unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace; model cultural safety in own work practice; and develop strategies to enhance cultural safety. The unit will explore the historical context of Aboriginal and Torres Strait Islander people in Australia in order to set the scene.</p> <p>In this training learners will identify the potential impact of cultural factors on service delivery and identify critical issues that influence relationships and communication with Aboriginal and/or Torres Strait Islander clients/tenants.</p> <p>This will include: learning how to establish key aspects of cultural safety in consultation with Aboriginal and/or Torres Strait Islander people; and how to model cultural safety in work practices grounded in an awareness of cultural bias, in the context of reflecting and understanding our own culture.</p> <p>There will also be an opportunity to consider and evaluate how cultural safety is integrated into the workplace.</p>



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<p><b>CHCCSM006</b> <b>Provide case management supervision</b></p> <p>Diploma elective unit</p>	<p>Do you want to develop your leadership role in the delivery of quality case management within your organisation? This unit will strengthen both your case management and leadership skills.</p> <p>The unit includes understanding and developing good practice and supporting and leading colleagues in that practice. To develop skills in providing advice on complex cases, the training will examine case scenarios including a chance to look at your own work examples.</p> <p>Reflecting on your own supervision practice is also an important part of this training in order to identify areas for improvement and opportunities for development.</p>
<p><b>CHCCSM004</b> <b>Coordinate complex case requirements</b></p> <p>Diploma elective unit</p>	<p>This unit describes the skills and knowledge required to coordinate multiple service requirements for clients with complex needs, within a case management framework.</p> <p>The unit has a practical focus including case scenarios and other tools such as case plans to identify improvements that can be made with coordinating service responses for clients. This will include ways to work in a coordinated manner in order to minimise client confusion and concerns by:</p> <ul style="list-style-type: none"> <li>• identifying changing needs and monitoring client's progress</li> <li>• responding to barriers for achieving outcomes</li> <li>• prioritising needs with clients and service providers.</li> </ul>
<p><b>CHCADV004</b> <b>Represent organisation in court or tribunal</b></p> <p>Certificate IV elective unit Diploma elective unit</p>	<p>How do you prepare to represent your organisation at the Tribunal effectively? How do you deal with a range of cases? What is a good outcome to a hearing? These two days of training will give an overview of taking social housing disputes to the NSW Civil and Administrative Tribunal (NCAT) including practical 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 unit is for social housing staff who currently go or are ready to go to the Tribunal. It is expected that learners will have some understanding of the NSW Residential Tenancies Act 2010.</p> <p><b>Note:</b> The assessment task requires actually taking a case to the Tribunal on behalf of your organisation under the supervision of a Tribunal Coach within your organisation.</p> <p>This unit is NSW specific. It can be contextualised for other jurisdictions.</p>



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<p><b>CHCSOH001</b></p> <p><b>Work with people experiencing or at risk of homelessness</b></p> <p>Certificate IV core unit Diploma elective unit</p>	<p>The unit is designed for social housing workers who work with people who are homeless, or at risk of homelessness.</p> <p>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 and family violence and mental health issues.</p> <p>In recognising that social housing providers are often the first point of contact for people who are experiencing or at risk of homelessness, the unit aims to strengthen assessment and advocacy skills, and identifies the housing options and pathways within the homelessness service system.</p>
<p><b>CHCMHS001</b></p> <p><b>Work with people with mental health issues</b></p> <p>Certificate IV elective unit Diploma elective unit</p>	<p>It has become increasingly clear that social housing workers are required to work with applicants and tenants with diagnosed and undiagnosed mental illness in a greater capacity than was historically required.</p> <p>This training explores different types of mental health issues; and ways to work with clients/tenants with mental health issues, in the context of your organisations service provision, and in the context of your work role. This includes:</p> <ul style="list-style-type: none"> <li>developing appropriate working relationships with tenants/clients who have lived experience of mental health issues to identify and clarify their needs</li> </ul> <p>providing non-clinical services to assist them to meet their needs, including referral for appropriate specialist support.</p>



# Unit of Competency Descriptors 2018

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<p><b>CPPDSM6007A</b> <b>Develop life cycle asset management plan</b></p> <p>Diploma elective unit</p>	<p>This unit explores the life cycle of assets and how this impacts on the asset management plan.</p> <p>The unit will explore the different stages in an asset life cycle; planned and responsive maintenance; analysing organisational asset management issues; contractual, legislative and registration requirements and benchmarking; budgeting and risk analysis; record keeping; and the review and evaluation of the asset management plan to ensure continuous improvement.</p>
<p><b>CPPDSM5013A</b> <b>Develop a tenancy mix strategy</b></p> <p>Diploma elective unit</p>	<p>This unit of competency supports the work of those involved in analysing client needs and formulating relevant strategies to enable an appropriate and sustainable tenant mix.</p> <p>The unit will outline assessing client needs; research and developing allocation and tenancy management strategies; stakeholder consultation; social and cultural factors; legal and ethical considerations; dispute resolution; property characteristics; and the review of client outcomes and feedback to ensure continuous improvement.</p> <p>The topics covered will be examined in context with organisational policies and procedures.</p>