

Community Housing Workforce Capability Framework

Learning & Development Resources



CHWC Framework | Personal

Personal and internal abilities and behaviours that help manage emotions, cope with challenges and learn new information. Essential to each role and often require ongoing development.



Adaptable	Agility	Coachability	Compassion	Emotional Intelligence
<p>Able to change or be changed in order to fit or work better as situations arise.</p>	<p>Being responsive and flexible with the ability to adapt to changing conditions.</p>	<p>Capable of being easily taught and trained to improve and demonstrating a willingness to accept feedback.</p>	<p>Demonstrate a sympathetic awareness of others' distress or misfortune with a desire to assist.</p>	<p>Ability to understand and manage your own emotions and those of the people around you.</p>
<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>
<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> Strengths based communication Using emotional intelligence On the job Coaching
<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> N/A



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Personal and internal abilities and behaviours that help manage emotions, cope with challenges and learn new information. Essential to each role and often require ongoing development.



Empathy	Flexible	Open-Minded	Resilience	Self Care & Boundaries
Ability to understand what other people feel, to see things from their point of view and imagine yourself in their situation.	Ability and willingness to respond and adjust to changes by being open-minded, optimistic and looking ahead.	Willing to listen to other ideas and opinions and being open to change.	Ability to develop and engage with strong resources and support networks to manage stress and conflict.	Ability to take care of your mental, emotional and physical health to achieve balance across your personal and work life.
Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S
Learning & Development <ul style="list-style-type: none"> Using emotional intelligence Trauma informed practice On the job Coaching 	Learning & Development <ul style="list-style-type: none"> On the job Coaching 	Learning & Development <ul style="list-style-type: none"> On the job Coaching 	Learning & Development <ul style="list-style-type: none"> Developing a leadership mindset for wellbeing On the job Coaching 	Learning & Development <ul style="list-style-type: none"> Creating a wellbeing mindset for you and your co-workers On the job Coaching
Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> The Resilience Project 	Resources <ul style="list-style-type: none"> Induction welcome pack Onboarding checklist The Resilience Project



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Personal and internal abilities and behaviours that help manage emotions, cope with challenges and learn new information. Essential to each role and often require ongoing development.



Social Responsibility

Being aware that your actions and decisions impact what is going on around you. It often reflects your ability to be informed, being active in the community, sensitive to others' needs, and taking care of your environment.

Applicable To

- AD
- T
- A
- FS
- TM
- S

Learning & Development

- [2-Day CHIA NSW industry induction program](#)
- On the job
- Coaching

Resources

- Onboarding checklist
- Organisational policies and procedures

Values

Identifying what you believe is important in the way you live and work.

Applicable To

- AD
- T
- A
- FS
- TM
- S

Learning & Development

- [2-Day CHIA NSW industry induction program](#)
- On the job
- Coaching

Resources

- Organisational policies and procedures



CHWC Framework | Interpersonal

Behaviours and tactics used to effectively interact, communicate, and work with others. Critical to each role and sometimes require ongoing development.



Collaboration	Communication	Conflict Resolution	Critical Thinking	Cultural Awareness & Diversity
Actively build relationships and work with other people, agencies and services to share information and resources, and achieve common goals.	Transfer information to another person, group or place with the ability to be understood or understand. Deliver effective and clear communication using a range of techniques, including listening, non-verbal cues, approachable tone, being open-minded, respectful of others, showing empathy, and reciprocating feedback.	Communicate effectively with clients and others to prevent, de-escalate or resolve situations where conflict may arise. This involves resolving the difference or conflict through negotiation so all parties have been heard with their point of view given due consideration.	Ability to think about a topic or issue in an objective and critical way, including making observations, analysing outcomes, interpreting results, reflecting on issues, evaluating to problem solve, and providing direction or employing decision making skills.	Awareness and positive recognition of diversity in the workplace by acknowledging the individual strengths of each person and allowing them to reach their full potential.
Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S
Learning & Development <ul style="list-style-type: none"> • CHCPRP001 Develop and maintain networks and collaborative partnerships • On the job • Coaching 	Learning & Development <ul style="list-style-type: none"> • Strengths based communication • CHCCOM002 Use communication to build relationships • On the job • Coaching 	Learning & Development <ul style="list-style-type: none"> • Managing conflict in the workplace • Managing challenging behaviours • CHCCCS020 Respond effectively to behaviours of concern • On the job • Coaching 	Learning & Development <ul style="list-style-type: none"> • On the job • Coaching 	Learning & Development <ul style="list-style-type: none"> • 2-Day CHIA NSW industry induction program • CHCDIV001 Work with diverse people • On the job • Coaching
Resources <ul style="list-style-type: none"> • N/A 	Resources <ul style="list-style-type: none"> • Organisational policies and procedures 	Resources <ul style="list-style-type: none"> • Onboarding checklist • Organisational policies and procedures 	Resources <ul style="list-style-type: none"> • N/A 	Resources <ul style="list-style-type: none"> • Organisational policies and procedures



CHWC Framework | Interpersonal

Behaviours and tactics used to effectively interact, communicate, and work with others. Critical to each role and sometimes require ongoing development.



Cultural Safety	Growth Mindset	Language, Literacy & Numeracy	Managing Difficult Behaviour	Workplace Boundaries & Bullying
<p>Demonstrate an understanding and awareness of the needs for individuals, organisations and systems to be culturally safe and the impact your own culture and cultural values may have on Aboriginal and Torres Strait Islander people. This includes ensuring all people feel comfortable, supported and respected within their environment.</p>	<p>Ability to identify opportunities to grow the business and solve problems creatively. It involves proactively embracing challenges and framing them as opportunities for change and growth.</p>	<p>Ability to effectively read, write, speak and numerate information, text, ideas and data in the workplace.</p>	<p>Clearly and concisely communicate with the ability to de-escalate conflict, negotiate, problem solve, and understand underlying factors that may lead to difficult and challenging client behaviours.</p>	<p>Understand concepts of bullying, providing a safe work environment, establishing boundaries, and being cognisant of the Fair Work Act of NSW with regard to physical, emotional and communication boundaries. Managers and supervisors must also understand how and why boundaries are important within the workplace.</p>
<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>
<p>Learning & Development</p> <ul style="list-style-type: none"> 2-Day CHIA NSW industry induction program Aboriginal & Torres Strait Islander cultural safety CHCDIV002 Promote Aboriginal and Torres Strait Islander cultural safety On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> TBD 	<p>Learning & Development</p> <ul style="list-style-type: none"> 2-Day CHIA NSW industry induction program Managing conflict in the workplace Managing challenging behaviours CHCCCS020 Respond effectively to behaviours of concern On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching
<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack Organisational policies and procedures 	<p>Resources</p> <ul style="list-style-type: none"> Organisational policies and procedures 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack Organisational policies and procedures 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack Organisational policies and procedures



CHWC Framework | Technical & Operational

Skills, knowledge and abilities needed to perform specific tasks. Vary by role type and area and sometimes require ongoing development.



Ageing Support	Antisocial Behaviour	Asset Management	Building Skills	Challenging Behaviour
<p>Sound knowledge and understanding to support the housing needs of ageing tenants. This includes building effective relationships with health and aged care services and ensuring properties are accessible to meet current and emerging requirements.</p>	<p>Advanced understanding of the Residential Tenancies Act with the ability to apply negotiation and problem solving skills and de-escalation strategies to the antisocial behaviour of tenants or applicants that may cause alarm, distress or harassment to others.</p>	<p>Ability to develop, own and manage housing assets for the purpose of supplying well maintained rental properties to people on very low and low incomes. Demonstrate a planned approach to asset acquisitions, disposals and risk to meet set property management standards, and have asset management policies and procedures in place in accordance with the National Regulatory System for Community Housing.</p>	<p>Effective coordination, outsourcing and management of main maintenance and building development to contractors aligned to asset policies and procedures. Demonstrate comprehensive understanding of building regulations, other asset performance standards and information according to the National Construction Code, Building Code of Australia and Community Housing Industry Association Schedule of Rates.</p>	<p>Ability to apply organisational policies and procedures in de-escalating and negotiating an incident where culturally unacceptable behaviour and the physical safety of others is placed, or likely to be placed, in serious harm.</p>
<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD S</p>	<p>Applicable To</p> <p>AD S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>
<p>Learning & Development</p> <ul style="list-style-type: none"> TBD 	<p>Learning & Development</p> <ul style="list-style-type: none"> Managing antisocial behaviour CHCSS00116 Work with clients with complex needs On the job 	<p>Learning & Development</p> <ul style="list-style-type: none"> Introduction to property maintenance TAFE building construction and trade courses On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> Introduction to property maintenance TAFE building construction and trade courses 	<p>Learning & Development</p> <ul style="list-style-type: none"> Managing antisocial behaviour Managing conflict in the workplace Managing challenging behaviours CHCCCS020 Respond effectively to behaviours of concern CHCSS00116 Work with clients with complex needs
<p>Resources</p> <ul style="list-style-type: none"> Working with older tenants toolkit 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack Organisational policies and procedures Antisocial behaviour toolkit 	<p>Resources</p> <ul style="list-style-type: none"> Organisational policies and procedures 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack Organisational policies and procedures Sustainable tenancies toolkit



CHWC Framework | Technical & Operational

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Child Protection

Sound understanding of the Children and Young Persons (Care and Protection) Act 1998, emphasising the care of children and young people is a responsibility shared by families, government and the agencies working in partnership. This includes holding a Working with Children Check and undergoing training as a Mandatory Reporter, whom are required by law to report suspected child abuse and neglect to the appropriate government authorities.

Applicable To



Learning & Development

- [2-Day CHIA NSW industry induction program](#)
- CHCLEG001 Work legally and ethically
- [TAFE NSW Introduction to child protection and mandatory reporting in NSW](#)

Resources

- Onboarding checklist
- Induction welcome pack
- Working with Children Check

Community Engagement

Demonstrate effective strategies to ensure communities participate in decisions affecting them and at a level which meets expectations to help strengthen relationships between organisations and tenants. This includes the ability to coordinate and facilitate events and activities, apply a strengths based approach to engagements, communicate effectively, and adapt to changing requirements.

Applicable To



Learning & Development

- [Community and tenant engagement](#)

Resources

- Onboarding checklist
- Induction welcome pack
- Organisational policies and procedures

Complex Needs & Vulnerable Clients

Ability to recognise applicants and tenants with complex needs spanning across health and social issues and respond to or refer them appropriately as required. This includes communicating effectively, networking and collaborating with other support services, and an understanding of implementing a strengths based approach.

Applicable To



Learning & Development

- [2-Day CHIA NSW industry induction program](#)
- [Mental health awareness](#)
- Sustainable tenancies
- CHCCS020 Respond effectively to behaviours of concern
- CHCSS00116 Work with clients with complex needs

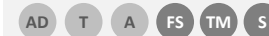
Resources

- Onboarding checklist
- Induction welcome pack
- Organisational policies and procedures
- [Sustainable tenancies toolkit](#)

Contract Management

Effective management of contracts through exploration of the contract lifecycle - from tendering and negotiating, to managing risk and administering contracts. It requires fostering solid working relationships with suppliers and contractors to manage their performance, manage variations and resolve disagreements.

Applicable To



Learning & Development

- On the job

Resources

- Onboarding checklist
- Induction welcome pack
- Organisational policies and procedures

Contractors & Tenants

Ability to effectively communicate with tenants regarding contractor and maintenance arrangements. This includes clear explanation of how repair requests will be responded to, tenant requirements for providing access to maintenance staff to undertake repairs, informing tenants of the standards of behaviour expected of contractors while at the property, and complaints processes if standards are not met.

Applicable To



Learning & Development

- Introduction to property management
- On the job
- Coaching

Resources

- Onboarding checklist
- Induction welcome pack
- Organisational policies and procedures



CHWC Framework | Technical & Operational

Skills, knowledge and abilities needed to perform specific tasks. Vary by role type and area and sometimes require ongoing development.



Customer Service	Disability	Domestic & Family Violence	Emergency Preparedness	Engagement
<p>Consistently comply and adhere to Community Housing Provider values and expectations to ensure clients are treated and serviced with dignity. Demonstrate accountability to ensure customers are fully informed of their rights, including maintaining personal boundaries.</p>	<p>Understand how to address barriers and encourage active participation in an impaired clients community by providing appropriate housing and support to maintain a sustainable tenancy and environment.</p>	<p>Understand how to deal with survivors of domestic violence and/or the perpetrators including support services available in the local community, the impact of trauma on survivors, and the strengthening of Residential Tenancy Act in NSW for survivors of Domestic and Family Violence (DFV).</p>	<p>Ability to implement emergency procedures in the event of a crisis including weather impacts, government health directions, law enforcement, or internal malfunctions within the office or housing environment. This involves maintaining up to date information and understanding of emergency procedures and practices required to support clients and workplaces, as well as the roles staff may be assigned in case of an emergency.</p>	<p>Effectively interact with people, stakeholders and business partners to achieve desired outcomes between parties. This includes inviting others to take an active role in activities, having a high regard for their involvement in decision making and the ability to work well together.</p>
<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>T FS TM S</p>
<p>Learning & Development</p> <ul style="list-style-type: none"> • 2-Day CHIA NSW industry induction program • Using strengths-based communication • Mental health awareness • CHCSS00115 Social housing skill set 	<p>Learning & Development</p> <ul style="list-style-type: none"> • TAFE Certificate III in Individual Support • On the job • Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> • Responding to domestic and family violence • CHCDFV001 Recognise and respond appropriately to domestic and family violence • CHCSS00116 Work with clients with complex needs 	<p>Learning & Development</p> <ul style="list-style-type: none"> • On the job • Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> • CHCPRP001 Develop and maintain networks and collaborative partnerships • On the job • Coaching
<p>Resources</p> <ul style="list-style-type: none"> • Induction welcome Pack 	<p>Resources</p> <ul style="list-style-type: none"> • N/A 	<p>Resources</p> <ul style="list-style-type: none"> • Working with perpetrators of domestic and family violence • Strengthening practice in responding to domestic and family violence 	<p>Resources</p> <ul style="list-style-type: none"> • Onboarding checklist • Induction welcome pack • Organisational policies and procedures 	<p>Resources</p> <ul style="list-style-type: none"> • Onboarding checklist • Induction welcome pack



CHWC Framework | Technical & Operational

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Governance	Hoarding & Squalor	Housing Policies	Income Assessment	Information & New Technology
<p>Understand the framework of rules, relationships, systems and processes by which authority is exercised and controlled within organisations, including adherence to all policies and procedures. Managers and supervisors are also responsible for ensuring their governance represents best practice.</p>	<p>Understand the differences between hoarding and squalor, including support services available to assist tenants health and safety issues and requirements of the Residential Tenancies Act.</p>	<p>Understand the organisational policies and principles that guide your area of work to ensure successful implementation and management of related processes and procedures.</p>	<p>Understand eligibility guidelines on income and assets with the ability to make assessments according to the Community Housing Rent Policy guidelines as a percentage of income, including wages, statutory payments, self employment earnings and accessible supplements.</p>	<p>Currency and knowledge in the use of technology in the workplace to drive business operations and improve communication, efficiency and performance. This includes emailing, digital conferencing, word processing, search engines and management systems, whilst being open to changes and learning new programs, software, hardware and other infrastructure.</p>
<p>Applicable To</p> <p>AD T A TM S</p>	<p>Applicable To</p> <p>T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T FS</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>
<p>Learning & Development</p> <ul style="list-style-type: none"> Governance and strategic planning CHCSO009 Develop quality systems in line with registration standards 	<p>Learning & Development</p> <ul style="list-style-type: none"> Managing hoarding and squalor CHCSS00116 Work with clients with complex needs 	<p>Learning & Development</p> <ul style="list-style-type: none"> 2-Day CHIA NSW industry induction program 	<p>Learning & Development</p> <ul style="list-style-type: none"> Housing pathways Commonwealth Rental Assistance (CRA) program 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching
<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack Sustainable tenancies toolkit 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack Policies, reports and publications 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack Organisational policies and procedures



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Skills, knowledge and abilities needed to perform specific tasks. Vary by role type and area and sometimes require ongoing development.



Judgement & Decision Making

Ability to objectively assess situations or circumstances using all relevant information and apply past experience in order to come to a conclusion or make a decision.

Applicable To



Learning & Development

- On the job
- Coaching

Resources

- N/A

Mental Health

Ability to work with clients experiencing mental illness that interferes with their cognitive, emotional and social abilities by demonstrating an understanding of language, strengths based practices and the recovery model.

Applicable To



Learning & Development

- Mental health awareness
- CHCMHS001 Work with people with mental health issues
- CHCSOH024 Support sustainable tenancies

Resources

- Onboarding checklist
- Induction welcome pack
- Sustainable tenancies toolkit

National Disability Insurance

Understand the role of the National Disability Insurance Agency (NDIA) in implementing and managing the National Disability Insurance Scheme (NDIS) by providing support and funding to people with disabilities, their families and carers. When registered as a Specialist Disability Accommodation (SDA) provider, this includes offering a range of housing designed with accessible features to assist people registered and approved by the NDIA.

Applicable To



Learning & Development

- NDIS industry-based training

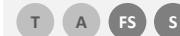
Resources

- N/A

NSW Civil & Administrative Tribunal (NCAT)

Advanced understanding of the Residential Tenancies Act (2010) with the ability to represent an organisation at the Tribunal, undertake investigations, demonstrate effective communication and negotiation skills, and prepare cases for the tribunal to resolve disputes between tenants and landlords.

Applicable To



Learning & Development

- Understanding NCAT (accredited and non-accredited)
- CHCADV004 Represent the organisation in the court or tribunal
- Advanced NCAT

Resources

- Onboarding checklist
- Induction welcome pack

Reflective Practice

Ability to stop and think about how we work, how we respond to customers and colleagues, and how we look after ourselves as the initial building block of wellbeing. This includes sound skills for general staff members to reflect on their work, whilst managers demonstrate the skills and determination to ensure their teams are given the opportunity to undertake reflective practice as part of their role.

Applicable To



Learning & Development

- 2-Day CHIA NSW industry induction program
- CHCPRP003 Reflect on and improve own professional practice

Resources

- N/A



CHWC Framework | Technical & Operational

Skills, knowledge and abilities needed to perform specific tasks. Vary by role type and area and sometimes require ongoing development.



Rent Assessment & Calculation	Residential Tenancy Act (RTA)	Risk & Compliance	Scoping	Sector Context & History
<p>In accordance with the Community Housing Rent Policy and the NSW Affordable Housing Ministerial Guidelines, effectively determine the rent tenants are asked to pay, how it is calculated and the situations where rent is being recalculated or changed, including the level of Commonwealth Rent Assistance applicable. Understand and implement relevant policies and procedures associated with rent calculations and communicate this clearly to tenants during sign-up.</p>	<p>Demonstrate an effective working knowledge of the RTA (2010) terms of agreement and matters for upholding sections of the Act. This includes understanding how the law affects landlords, the tenant relationship, how to manage tenancies and keep tenants informed, and deal confidently with tenant disputes to existing and future residential tenancy agreements in respect of residential premises.</p>	<p>Ability to assess, plan and manage factors that might adversely affect operations of an organisation or business as well as demonstrating compliance with established rules and regulations. This includes having an understanding and knowledge of regulatory frameworks and how they apply to individual roles.</p>	<p>Effectively conduct assessment of property conditions against agreed standards with comprehensive understanding and compliance of the NSW Land and Housing Corporation (LAHC) Asset Maintenance Framework and/or the Community Housing Industry Schedule of Rates (CHISOR).</p>	<p>Understand the sectors work environment with particular reference to community housing values and purpose, development and changes in social housing policy, the range of client groups, and role of housing in society and our local communities.</p>
<p>Applicable To</p> <p>T FS</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>A S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>
<p>Learning & Development</p> <ul style="list-style-type: none"> Housing pathways Commonwealth Rental Assistance (CRA) program 	<p>Learning & Development</p> <ul style="list-style-type: none"> Understanding NCAT (accredited and non-accredited) CHCSOH014 Manage and maintain tenancy agreements and services CHCSS00115 Social housing skill set 	<p>Learning & Development</p> <ul style="list-style-type: none"> Governance and strategic planning CHCSOH009 Develop quality systems in line with registration standards On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> CHIA NSW Community Housing Industry Schedule of Rates (CHISOR) 	<p>Learning & Development</p> <ul style="list-style-type: none"> 2-Day CHIA NSW industry induction program
<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> Onboarding checklist Induction welcome pack



CHWC Framework | Technical & Operational

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Stakeholder Management	Strategic Thinking	Strengths Based Practice	Tenancy Management	Time Management
Effectively engage, organise, monitor and improve relationships with stakeholders to successfully deliver projects and initiatives.	Ability to think ahead and anticipate potential issues, question or challenge conventional thinking, and demonstrate agility by pivoting when required with reference to past experiences. This involves problem solving, decision making and developing realistic action plans to achieve specific outcomes and goals.	Effective ability to collaborate between people supported by services and those supporting them by working together to determine an outcome that draws on the individuals strengths and assets.	Effective working knowledge and management of tenancies and properties in accordance with the RTA (2010) by demonstrating high level customer service of all matters. This includes lease signings and renewals, rent assessments and reviews, vacant property processes, sustaining tenancies, responding to complex needs of tenants, and referrals as appropriate.	Ability to organise, plan and manage yourself and time between different activities including setting goals, identifying priorities, resource allocation and delivery, monitoring progress and reflecting on outcomes.
Applicable To AD T A TM S	Applicable To AD T A TM S	Applicable To AD T A FS TM S	Applicable To T FS TM S	Applicable To AD T A FS TM S
Training Options <ul style="list-style-type: none"> • CHCPRP001 Develop and maintain networks and collaborative partnerships • On the job • Coaching 	Training Options <ul style="list-style-type: none"> • Governance and strategic planning 	Training Options <ul style="list-style-type: none"> • 2-Day CHIA NSW industry induction program • Communications through strengths based practice 	Training Options <ul style="list-style-type: none"> • 2-Day CHIA NSW industry induction program • CHCSOH014 Manage and maintain tenancy agreements and services • CHCSOH016 Manage tenancy rental arrears • CHCSS00115 Social housing skill set 	Training Options <ul style="list-style-type: none"> • 2-Day CHIA NSW industry induction program • Time management for frontline staff • Time management for managers • On the job • Coaching
Resources <ul style="list-style-type: none"> • N/A 	Resources <ul style="list-style-type: none"> • N/A 	Resources <ul style="list-style-type: none"> • Onboarding checklist • Induction welcome pack • AASW Strengths approach to practice • The Resilience Project 	Resources <ul style="list-style-type: none"> • Onboarding checklist • Induction welcome pack 	Resources <ul style="list-style-type: none"> • Onboarding checklist • Induction welcome pack



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Trauma Informed Care & Practice

Effectively implement a practice of care by creating an environment of safety, trustworthiness, choice, collaboration and empowerment. This includes using a framework that recognises the impact of power differentials in service settings, maximises self-determination, supports autonomy, and empowers individuals to learn about the nature of their injuries to take responsibility in their own recovery.

Applicable To



Learning & Development

- [Trauma informed practice](#)
- Trauma and addictions
- CHCSS00116 Work with clients with complex needs
- CHCMHS007 Trauma informed practice
- On the job
- Coaching

Resources

- Onboarding checklist
- Induction welcome pack

Understand Tenants, Clients & Customers

Understand and effectively work with the range of people who come to community housing with varied needs, including issues they may be experiencing and the ability to respond appropriately to ensure a sustainable tenancy.

Applicable To



Learning & Development

- [2-Day CHIA NSW industry induction program](#)
- CHCSOH021 Work with clients within the social housing system
- CHCSS00115 Social housing skill set
- On the job
- Coaching

Resources

- Onboarding checklist
- Induction welcome pack

Work Health & Safety

Adept demonstration of skills and knowledge in safe work practices to ensure the health and safety of self and others. This includes when undertaking visits to tenants at their property or when working with applicants and tenants with challenging behaviour. Managers are also responsible for ensuring all organisational policies, procedures and programs are maintained and evaluated in their relevant work area.

Applicable To



Learning & Development

- [2-Day CHIA NSW industry induction program](#)
- HLTWHS001 Participate in workplace health and safety
- HLTWHS003 Maintain work health and safety
- On the job
- Coaching

Resources

- [SafeWork NSW](#)



CHWC Framework | Leadership & Management

Individual strengths and abilities to oversee processes and performance while helping guide others and initiatives towards the achievement of goals. Specific to people management and supervisory roles and sometimes require ongoing development.



Coaching & Mentoring	Emerging Leaders	HR	Leadership	People Management
Ability to coach by teaching another staff member knowledge and skills using a time focussed plan, whilst mentoring by guiding mentees work through sharing of own knowledge and experience.	Demonstrating the qualities, values and behaviours to enhance knowledge and skills for leading, motivating and inspiring high performing individuals and teams.	Ability to effectively manage all matters related to employees including recruitment and staffing, compensation and benefits, training and learning, labour and employee relations, and organisational development.	Consistently model professionalism in the workplace and inspire and motivate others to achieve organisational goals.	Effective management of people and working collaboratively with internal and external stakeholders, including the practice of recruiting, training, engaging, and retaining employees to optimise talent and productivity.
Applicable To AD T A TM S	Applicable To AD T A FS S	Applicable To AD T A TM	Applicable To AD T A TM S	Applicable To AD T A TM
Learning & Development <ul style="list-style-type: none"> On the job Coaching 	Learning & Development <ul style="list-style-type: none"> Emerging leaders program On the job Coaching 	Learning & Development <ul style="list-style-type: none"> N/A 	Learning & Development <ul style="list-style-type: none"> Emerging leaders program On the job Coaching 	Learning & Development <ul style="list-style-type: none"> Managing people performance Emerging leaders program On the job Coaching
Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> Induction welcome Pack



CHWC Framework | Leadership & Management

Individual strengths and abilities to oversee processes and performance while helping guide others and initiatives towards the achievement of goals. Specific to people management and supervisory roles and sometimes require ongoing development.



Staff Management	Stress Management for Staff	Supervision	Training Staff	Vulnerable & Complex Needs of Staff
<p>Ability to identify the purpose, function and role of the team or unit in line with business plans and strategic directions of the organisation, including planning, organising, staffing, leading and controlling.</p>	<p>Recognise the signs and sources of stress and develop and share stress management techniques to ensure staff are supported as they encounter challenging clients and workloads.</p>	<p>Effectively oversee employees by supervising and guiding performance and delivery of their work.</p>	<p>Ability to identify, coordinate and support staff training needs and plans to enhance skills, knowledge and workplace performance. This includes currency with the relevant experience to train and organise a plan through coaching, mentoring, professional development and/or accredited training.</p>	<p>Ability to recognise issues or needs, respond appropriately from a strengths based practice, and refer to more targeted services to assist staff in ensuring a safe and supportive environment.</p>
<p>Applicable To</p> <p>AD T A TM</p>	<p>Applicable To</p> <p>AD T A TM S</p>	<p>Applicable To</p> <p>AD T A TM</p>	<p>Applicable To</p> <p>AD T A TM</p>	<p>Applicable To</p> <p>AD T A TM S</p>
<p>Learning & Development</p> <ul style="list-style-type: none"> • Lead and manage team effectiveness • On the job • Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> • Manage stress in the workplace • On the job • Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> • Managing people performance • Manage personal and professional development • On the job • Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> • Manage personal and professional development • On the job • Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> • Mental health first aid • Developing a leadership mindset for wellbeing • On the job • Coaching
<p>Resources</p> <ul style="list-style-type: none"> • N/A 	<p>Resources</p> <ul style="list-style-type: none"> • N/A 	<p>Resources</p> <ul style="list-style-type: none"> • N/A 	<p>Resources</p> <ul style="list-style-type: none"> • Induction welcome Pack • Mentoring NSW 	<p>Resources</p> <ul style="list-style-type: none"> • Staff wellbeing videos



CHWC Framework | Qualifications & Skill Sets

Comprehensive development of new skills and knowledge through formal instruction by an accredited provider. Individuals attain formal outcomes through assessment of learning to set standards to effectively undertake their job in the sector.



CHC42221 Certificate IV in Housing

The Certificate qualification reflects the role of individuals delivering housing support and services to tenants, applicants and the community in the social housing and homelessness sector. Staff may include public housing specialists or those undertaking similar roles working with vulnerable people who may be at risk of, or experiencing homelessness.

CHC52021 Diploma of Community Services

The Diploma reflects the roles of community services, case management and social housing workers involved in managing, coordinating and/or delivering person-centred services to individuals, groups and communities. It is a capstone qualification designed for housing professionals and leaders in the sector, covering key units in legal frameworks, policy and program design, and tenant care.

CHCSS00115 Social Housing Skill Set

This set provides skills for those working in the community and social housing sector. It is made up of 5 units of competency, including:

- CHCMHS001 Work with people with mental health issues
- CHCSOH013 Work with people experiencing or at risk of homelessness
- CHCSOH014 Manage and maintain tenancy agreements and services
- CHCSOH021 Work with clients within the social housing system
- CHCSOH024 Support sustainable tenancies

CHCSS00116 Work with Clients with Complex Needs Skill Set

This set provides skills for supporting clients with complex needs. It is made up of 5 units of competency, including:

- CHCCCS020 Respond effectively to behaviours of concern
- CHCCSM005 Develop, facilitate and review all aspects of case management
- CHCDFV001 Recognise and respond appropriately to domestic and family violence
- CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs
- CHCSOH007 Work effectively in trauma informed care



Publication Information & Contact Details

| CHIA NSW APRIL 2023

LEARNING AND DEVELOPMENT CHIA NSW | CENTRE FOR TRAINING IN SOCIAL HOUSING (RTO 90400)

CONTACT US

For more information about the framework and supporting your organisation, to provide feedback or access the Learning and Development Toolkit:

Visit - www.communityhousing.org.au/learning-development

Email - trainingenquiries@communityhousing.org.au