CHWC Framework | Technical & Operational

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

COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW

Ageing Support

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- TBD

Resources
- Working with older tenants toolkit

Antisocial Behaviour

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- Managing antisocial behaviour
- CHCSS00116 Work with clients with complex needs
- On the job

Resources
- Onboarding checklist
- Induction welcome pack
- Organisational policies and procedures
- Antisocial behaviour toolkit

Asset Management

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.

Applicable To

(AD) (S)

Learning & Development
- Introduction to property maintenance
- TAFE building construction and trade courses
- On the job
- Coaching

Resources
- Organisational policies and procedures

Building Skills

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.

Applicable To

(AD) (S)

Learning & Development
- Introduction to property maintenance
- TAFE building construction and trade courses

Resources
- N/A

Challenging Behaviour

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- 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

Resources
- Onboarding checklist
- Induction welcome pack
- Organisational policies and procedures
- Sustainable tenancies toolkit

CHWC Framework | Technical & Operational

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

COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW

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
AD T A FS TM S

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
AD T A S

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
AD T A FS TM S

Learning & Development
- 2-Day CHIA NSW industry induction program
- Mental health awareness
- Sustainable tenancies
- CHCCCS020 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
AD T A FS TM S
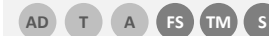
Learning & Development
- On the job

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
T A FS S

Learning & Development
- Introduction to property management
- On the job
- Coaching

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

WORKFORCE AUDIENCES: AD Access & Demand T Tenancy A Assets FS Frontline Staff TM Team Leaders & Managers S Specialists

CHWC Framework | Technical & Operational

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

COMMUNITY
HOUSING
INDUSTRY
ASSOCIATION NSW

Customer Service

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- 2-Day CHIA NSW industry induction program
- Using strengths-based communication
- Mental health awareness
- CHCSS00115 Social housing skill set

Resources
- Induction welcome Pack

Disability

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.

Applicable To

(AD) (T) (A) (FS) (TM)

Learning & Development
- TAFE Certificate III in Individual Support
- On the job
- Coaching

Resources
- N/A

Domestic & Family Violence

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).

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- Responding to domestic and family violence
- CHCDFV001 Recognise and respond appropriately to domestic and family violence
- CHCSS00116 Work with clients with complex needs

Resources
- Working with perpetrators of domestic and family violence
- Strengthening practice in responding to domestic and family violence

Emergency Preparedness

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- On the job
- Coaching

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

Engagement

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.

Applicable To

(T) (FS) (TM) (S)

Learning & Development
- CHCPRP001 Develop and maintain networks and collaborative partnerships
- On the job
- Coaching

Resources
- Onboarding checklist
- Induction welcome pack

CHWC Framework | Technical & Operational

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

COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW

Governance

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.

Applicable To

AD T A TM S

Learning & Development
- Governance and strategic planning
- CHCSOH009 Develop quality systems in line with registration standards

Resources
- N/A

Hoarding & Squalor

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.

Applicable To

T A FS TM S

Learning & Development
- Managing hoarding and squalor
- CHCSS00116 Work with clients with complex needs

Resources
- Onboarding checklist
- Induction welcome pack
- Sustainable tenancies toolkit

Housing Policies

Understand the organisational policies and principles that guide your area of work to ensure successful implementation and management of related processes and procedures.

Applicable To

AD T A FS TM S

Learning & Development
- 2-Day CHIA NSW industry induction program

Resources
- Onboarding checklist
- Induction welcome pack
- Policies, reports and publications

Income Assessment

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.

Applicable To

AD T FS

Learning & Development
- Housing pathways
- Commonwealth Rental Assistance (CRA) program

Resources
- Onboarding checklist
- Induction welcome pack

Information & New Technology

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.

Applicable To

AD T A FS TM S

Learning & Development
- 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.

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

(AD) (T) (A) (FS) (TM) (S)

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

(AD) (T) (A) (FS) (TM) (S)

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

(AD) (T) (A) (FS) (S)

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

(T) (A) (FS) (S)

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

(AD) (T) (A) (FS) (TM) (S)

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

Resources
- N/A

WORKFORCE AUDIENCES: (AD) Access & Demand (T) Tenancy (A) Assets (FS) Frontline Staff (TM) Team Leaders & Managers (S) Specialists

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

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 signup.

Applicable To

(T) (FS)

Learning & Development
- Housing pathways
- Commonwealth Rental Assistance (CRA) program

Resources
- N/A

Residential Tenancy Act (RTA)

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- Understanding NCAT (accredited and non-accredited)
- CHCSOH014 Manage and maintain tenancy agreements and services
- CHCSS00115 Social housing skill set

Resources
- Onboarding checklist
- Induction welcome pack

Risk & Compliance

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- Governance and strategic planning
- CHCSOH009 Develop quality systems in line with registration standards
- On the job
- Coaching

Resources
- Onboarding checklist
- Induction welcome pack

Scoping

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).

Applicable To

(A) (S)

Learning & Development
- CHIA NSW Community Housing Industry Schedule of Rates (CHISOR)

Resources
- N/A

Sector Context & History

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Learning & Development
- 2-Day CHIA NSW industry induction program

Resources
- Onboarding checklist
- Induction welcome pack

WORKFORCE AUDIENCES: (AD) Access & Demand (T) Tenancy (A) Assets (FS) Frontline Staff (TM) Team Leaders & Managers (S) Specialists

CHWC Framework | Technical & Operational

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

COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW

Stakeholder Management

Effectively engage, organise, monitor and improve relationships with stakeholders to successfully deliver projects and initiatives.

Applicable To

(AD) (T) (A) (TM) (S)

Training Options

- CHCPRP001 Develop and maintain networks and collaborative partnerships
- On the job
- Coaching

Resources

- N/A

Strategic Thinking

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.

Applicable To

(AD) (T) (A) (TM) (S)

Training Options

- Governance and strategic planning

Resources

- N/A

Strengths Based Practice

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.

Applicable To

(AD) (T) (A) (FS) (TM) (S)

Training Options

- 2-Day CHIA NSW industry induction program
- Communications through strengths based practice

Resources

- Onboarding checklist
- Induction welcome pack
- AASW Strengths approach to practice
- The Resilience Project

Tenancy Management

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.

Applicable To

(T) (FS) (TM) (S)

Training Options

- 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

Resources

- Onboarding checklist
- Induction welcome pack

Time Management

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) (FS) (TM) (S)

Training Options

- 2-Day CHIA NSW industry induction program
- Time management for frontline staff
- Time management for managers
- On the job
- Coaching

Resources

- Onboarding checklist
- Induction welcome pack

CHWC Framework | Technical & Operational

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

COMMUNITY HOUSING INDUSTRY ASSOCIATION NSW

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

(AD) (T) (A) (FS) (TM) (S)

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

(AD) (T) (A) (FS) (TM) (S)

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

(AD) (T) (A) (FS) (TM) (S)

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

WORKFORCE AUDIENCES: (AD) Access & Demand (T) Tenancy (A) Assets (FS) Frontline Staff (TM) Team Leaders & Managers (S) Specialists