



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH621A Evaluate social housing organisation against registration standards

Release: 1

CHCCH621A Evaluate social housing organisation against registration standards

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to facilitate evaluation of an organisation involved in social housing work against State/ Territory registration standards

This may include evaluation in the following areas:

- Governance
- Probity
- Risk management
- Management of the organisation
- Financial viability
- Tenancy management
- Housing management and maintenance

Application of the Unit

Application

The skills described in this unit may be applied in a social housing context across a range of community service settings

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Establish basis for ensuring organisation's probity

PERFORMANCE CRITERIA

1.1 Establish a code of conduct which takes into account:

- the conduct of the governing body and employees
- transparency and accountability in all dealings
- confidentiality of the organisation's business transactions and the privacy of individuals dealing with the organisation
- protection of the organisation's assets
- management of personal conflicts of interest or organisation conflicts of interest
- prevention of exploitation of knowledge or information about the affairs of the organisation for personal financial gain

1.2 Put in place policies and procedures to support implementation of code of conduct

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 2. Ensure effective governance of social housing organisation | 2.1 Develop organisation's mission, purpose, values to reflect the relevant state standards, National Community Housing Standards and legal requirements for the delivery of affordable housing services |
| | 2.2 Ensure members of the governing body have sufficient training and communication to carry out their role effectively |
| | 2.3 Develop and maintain a resource kit for members of the governing body which outlines their legal requirements, estimated time commitments, organisation expectation of the member, organisation code of conduct and division of responsibility between the governing body and management of the organisation |
| | 2.4 Establish strategies to identify, manage and mitigate potential conflicts of personal interest and conflicts of organisation interest |
| | 2.5 Identify situations which may require specialist advice and appropriate professionals to provide such advice |
| | 2.6 Establish and maintain accurate record-keeping systems |
| | |
| 3. Manage risk effectively | 3.1 Determine risks (including environmental) to the business and identify appropriate financially sustainable strategies to address these risks |
| | 3.2 Establish authority and accountability for management of risks to the business |
| | 3.3 Establish an accurate system of communicating risks to the governing body |
| | 3.4 Develop relevant and reliable reports to provide information on risks to other management staff and the governing body |
| | 3.5 Develop a continuous improvement process of evaluating risks against the business plan |

ELEMENT**PERFORMANCE CRITERIA**

4. Manage *staffing issues* to address organisation performance

4.1 Develop and maintain policies on staff recruitment, development and management that reflect the signposts of good practice outlined in the National Community Housing Standards

4.2 Develop and maintain position descriptions which include organisation's code of conduct, management objectives and role of individual employee in achieving those objectives

4.3 Develop and maintain systems to ensure staff remuneration is commensurate with their skills and experience, scale and complexity of the organisation's operations and in line with relevant industrial awards and other like agencies

4.4 Clearly and appropriately define the relationship between remuneration, organisation performance and individual performance to ensure transparency

5. Manage *financial viability issues*

5.1 Develop long term business plan that demonstrates financial viability and solvency of the organisation

5.2 Develop and implement policies and strategies to minimise prolonged vacancies in housing stock and subsequent loss of rental income

5.3 Establish authority and accountability in accordance with organisation's guidelines and National Community Housing Standards in regard to financial, administrative and information management systems

6. Develop and implement tenancy management strategies

6.1 Develop and implement systems to review rent modelling and impact of organisation policy on the tenant population and organisation's financial viability

6.2 Develop policies and strategies to sustain tenancies where the tenant faces financial difficulty with rent arrears

6.3 Develop and implement policies and strategies in line with National Community Housing Standards in relation to fair and equitable access and allocation of housing, meeting requirements of clients with complex needs on low income

ELEMENT**PERFORMANCE CRITERIA****7. Oversee management and maintenance of housing stock**

7.1 Develop and implement systems to ensure the properties under the organisation's ownership or management are maintained to a community standard and never below habitable standards

7.2 Develop and implement policies and processes to ensure a regular program of inspection, maintenance and upgrade of properties that complies with the signposts of good practice in regard to asset management outlined in the National Community Housing Standards

7.3 Develop systems to ensure the organisation consults with tenants in relation to the acquisition and development of new housing stock

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include:

- Continuous improvement principles
- Quality assurance principles
- Good governance principles
- Long term financial solvency
- National Community Housing Standards
- Risk management

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Establish and implement a code of conduct to ensure probity of organisation's dealings in the housing sector
- Develop and implement strategies, policies, procedures and supporting resources to ensure effective governance of social housing organisation
- Ensure effective risk management of an organisation working in social housing
- Develop and manage implementation of policies to support staff recruitment, development, and management to address organisation performance needs
- Manage issues to ensure organisation's financial viability
- Develop and implement tenancy management strategies
- Oversee management and maintenance of housing stock

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in a work context or in a simulated workplace and under the normal range of workplace conditions
- Performance can be demonstrated through assessment of evidence generated from work practice
- It is recommended that assessment take place on more than one occasion

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resource requirements for assessment of this unit include access to:
 - relevant state/territory registration standards

EVIDENCE GUIDE

Method of assessment:

- In cases where the learner does not have the opportunity to cover all relevant aspects of this unit in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Staffing issues may include but are not limited to:

- Recruitment
- Industrial issues and work conditions
- Remuneration and associated performance expectations
- Positions descriptions and work role expectations
- Development of skills and knowledge
- Grievance processes

RANGE STATEMENT

- Financial viability issues include:*
- Solvency and cash flow issues
 - Income variability and ongoing expenditure issues
 - Financial reporting requirements

Unit Sector(s)

Not Applicable