



Australian Government

Department of Education, Employment and Workplace Relations

CHC50812 Diploma of Social Housing

Release: 1

CHC50812 Diploma of Social Housing

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC50808 Diploma of Social Housing	CHC50812 Diploma OF social Housing	Updated core WHS unit

Description

This qualification covers workers who are managing or coordinating services within public and community housing, and information and advice services to tenants and residents, applicants and the community, including clients who are experiencing homeless or at risk of experiencing homelessness.

Workers at this level may be expected to lead and guide work groups and/or teams and may provide specialist advice to other workers. They may also coordinate or manage services, operations and/or whole organisations, develop and coach staff and undertake more complex housing management work, including developing new business opportunities and working with a board of directors.

Occupational titles may include:

- Aboriginal and/or Torres Strait Islander housing manager
- Advanced practitioner in social housing
- Coordinator, social housing
- Executive officer (community housing organisation - reporting directly to board of directors)
- Housing manager (reports directly to board of directors)
- Policy worker, social housing
- Project officers
- Property/asset manager (specialist)
- Senior client service officer - generalist
- Senior client service officer - specialist
- Senior housing officer/manager
- Support worker (specialist)
- Team leader, social housing
- Tenancy advice manager
- Training manager, social housing

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Entry requirements

To gain entry into *CHC50812 Diploma of Social Housing* candidates must:

1. Be recognised as competent, through a recognised training program or recognition process, against the following core units of competency from *CHC40912 Certificate IV in Social Housing*:

CHCCH301C Work effectively in social housing

CHCCH410B Manage and maintain tenancy agreements and services

CHCCH427B Work effectively with people experiencing or at risk of homelessness

OR

2. Have sufficient relevant experience and knowledge of social housing work to indicate likely success at this level of qualification in a job role involving:

- The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
- A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required
- The exercise of discretionary judgement and decision making under general guidance
-

Employability Skills Summary

Refer to the Topic: **Introduction to the Employability Skills Qualification Summaries**

Packaging Rules

PACKAGING RULES

18 units are required for award of this qualification including:

- 7 core units
- 11 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the TGA or other public listing

Core units

CHCCOM504B Develop, implement and promote effective workplace communication

CHCCS502C Maintain legal and ethical work practices

CHCCS604B Manage the delivery of quality services to clients

CHCNET501C Work effectively with other services and networks
CHCORG428A Reflect on and improve own professional practice
CHCORG506E Coordinate the work environment

AND ONE only of the following units:

HLTWHS401A Maintain workplace WHS processes

OR

HLTWHS501A Manage workplace WHS processes

OR

HLTWHS601A Improve workplace WHS processes

The importance of culturally aware and respectful practice

All workers undertaking social housing work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Group A – electives recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or more of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

PSPMNGT605B Manage diversity

Other relevant electives

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Social housing electives

CHCCH422B Manage a formal service level support agreement

CHCCH424B Manage leasehold properties

CHCCH518B Manage property maintenance planning

CHCCH521B Develop social housing enterprise opportunities

CHCCH620D Acquire properties by purchase or transfer

CPPDSM5022A Implement asset management plan

CPPDSM5034A Monitor performance of property or facility portfolio

Property industry electives

CPPDSM4028A Identify and analyse risks and opportunities in the property industry

CPPDSM4074A Select and appoint contractors in the property industry

CPPDSM5005A Contribute to a detailed property feasibility study

CPPDSM5013A Develop a tenancy mix strategy

CPPDSM5026A Manage a consultant property project team

Client services electives

CHCCH522B Undertake outreach work

CHCCM503C Develop, facilitate and monitor all aspects of case management

CHCCS410A Facilitate client participation in the organisation and its management

CHCCS416B Assess and provide services for clients with complex needs
CHCCS504B Provide services to clients with complex needs
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively
CHCMH301C Work effectively in mental health

or

CHCMH411A Work with people with mental health issues

Community development electives

CHCCD412B Work within a community development framework
CHCCD505E Develop community resources
CHCCD620B Develop and implement a community renewal plan
CHCCS421B Undertake community sector work within own community

Organisation and administration

BSBATSIM418A Monitor financial management and reports
BSBSUS501A Develop workplace policy and procedures for sustainability
BSBWOR502B Ensure team effectiveness
CHCADMIN508B Manage limited budgets and financial accountabilities
CHCCS505B Provide supervision support to community sector workers
CHCINF505D Meet statutory and organisation information requirements
CHCORG406C Supervise work
CHCORG529B Provide coaching and motivation
CHCORG609D Manage projects and strategies
CHCORG610B Manage change in a community sector organisation
CHCORG611C Lead and develop others in a community sector workplace
CHCORG613D Manage organisation's strategic and business planning
CHCORG619D Manage quality of organisation's service delivery outcomes
CHCORG627B Provide mentoring support to colleagues
CHCPOL504B Develop and implement policy
CHCQM501B Facilitate an accreditation process
SRXGOV004B Work effectively with the Board of an organisation

Domestic and family violence electives

CHCDFV402C Manage own professional development in responding to domestic and family violence
CHCDFV403C Provide crisis intervention and support to those experiencing domestic and family violence
CHCDFV406C Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities
CHCDFV407C Provide domestic and family violence support in non-English speaking background communities

Advocacy electives

CHCAD504B Provide advocacy and representation services
CHCAD505A Represent clients in court (*Note pre-requisite: CHCLEG411A*)
CHCAD506A Represent the organisation in a court or tribunal
CHCAD603B Provide systems advocacy services
CHCLEG411A Use relevant legislation in response to client needs

Settlement work electives

CHCSW401A Work effectively with forced migrants
CHCSW402B Undertake bicultural work with forced migrants in Australia

