



Australian Government

Department of Education, Employment and Workplace Relations

CHC40912 Certificate IV in Social Housing

Release: 1

CHC40912 Certificate IV in Social Housing

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHC40908 Certificate IV in Social Housing	CHC40912 Certificate IV in Social Housing	Updated core WHS units

Description

This qualification covers workers who are engaged in delivering social housing services and support to tenants and residents, applicants and the community, including clients who are experiencing homelessness or at risk of experiencing homelessness. The qualification is also appropriate for policy workers in the non-government sector.

Workers in the social housing sector may work in any of the following housing services:

- Aboriginal and/or Torres Strait Islander housing
- Affordable housing
- Boarding houses and community rooming housing
- Crisis housing
- Homelessness services
- Housing co-operatives
- Housing information and referral
- Independent living units
- Long term community housing
- Public housing
- Support services
- Supported residential services
- Transitional housing

Occupational titles may include:

- Aboriginal and/or Torres Strait Islander housing worker
- Aboriginal and/or Torres Strait Islander tenancy worker
- Client service officer
- Community housing worker
- Executive officer (small organisation)
- Housing manager
- Housing manager (reporting to executive officer)
- Housing manager (small-medium size organisation - reports directly to board of directors)
- Housing services officer
- Housing support worker
- Aboriginal and/or Torres Strait Islander community development worker
- Aboriginal and/or Torres Strait Islander manager (small-medium size organisation - reports directly to board of directors)
- Housing worker - intensive tenancy worker
- Indigenous housing officer
- Outreach support worker
- Program officer
- Property worker
- Senior client services officer - general
- Supported housing worker
- Tenancy worker

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Entry requirements

It is recommended that candidates have experience working in the community housing, public housing, SAAP sector or real estate industry or be currently completing a traineeship or hold a position in a social housing related service.

Employability Skills Summary

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

Packaging Rules

PACKAGING RULES

15 units are required for award of this qualification including:

- 10 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A elective which is recommended for culturally aware and respectful practice
- Group B electives which are recommended for Board members
- 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

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

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS419C Provide support services to clients

CHCCS504B Provide services to clients with complex needs

CHCNET501C Work effectively with other services and networks

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTWHS300A Contribute to 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 – elective recommended for culturally aware and respectful practice

This qualification has been structured to provide a specific focus on culturally diverse clients. Where work also involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, candidates are recommended to select the following unit:

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

Group B electives – recommended for Board members

The following electives are recommended for members of Boards and for people involved in managing housing services on a volunteer basis:

One of the following two units:

BSBG0V401A Implement Board member responsibilities

OR

SRXGOV001B Participate as a member of an effective Board of an organisation

AND:

BSBADM502B Manage meetings

BSBRSK401A Identify risk and apply risk management processes

AHCCCF404A Contribute to association governance

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

CHCCH317A Respond to property maintenance enquiries

CHCCH411A Manage housing application processes

CHCCH412C Manage housing allocations

CHCCH413A Manage tenancy rent, charges and rental arrears

CHCCH414C Manage rental assistance process

CHCCH416C Manage vacant properties

CHCCH419C Manage property maintenance implementation

CHCCH422B Manage a formal service level support agreement

CHCCH423B Provide advice to tenants and clients

CHCCH424B Manage leasehold properties

CHCCH426B Support client participation in the organisation

CHCCH428B Work effectively within the Australian housing system

CHCCH522B Undertake outreach work

Property industry electives

CPPDSM3014A Undertake property inspection

CPPDSM4010A Lease property

CPPDSM4028A Identify and analyse risks and opportunities in the property industry

CPPDSM4074A Select and appoint contractors in the property industry

Client services electives

CHCAOD510B Work effectively with clients with complex alcohol and/or other drugs issues

CHCCHILD404B Support the rights and safety of children and young people

CHCCS410A Facilitate client participation in the organisation and its management

CHCCS416B Assess and provide services for clients with complex needs

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS500B Conduct complex assessment and referral

CHCCS503B Develop, implement and review services and programs to meet client 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

HLTCSD306D Respond effectively to behaviours of concern

HLTFA311A Apply first aid

HLTRAH302C Undertake home visits

Community sector electives

CHCCS411C Work effectively in the community sector

CHCGROUP403D Plan and conduct group activities

CHCNET402B Establish and maintain effective networks

CHCPOL402C Contribute to policy development

CHCPOL403C Undertake research activities

HLTPOP405C Use media to disseminate information

Advocacy and representation electives

CHCAD401D Advocate for clients

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

CHCMED418C Identify the need for alternative dispute resolution

CHCMED419C Facilitate alternative dispute resolution processes

Administrative and business electives

BSBINM201A Process and maintain workplace information

CHCADMIN403D Undertake administrative work

CHCADMIN508B Manage limited budgets and financial accountabilities

CHCCS505B Provide supervision support to community sector workers

CHCINF407D Meet information needs of the community

CHCINF505D Meet statutory and organisation information requirements

CHCORG405E Maintain an effective work environment

CHCORG406C Supervise work

CHCPOL402C Contribute to policy development

CHCQM501B Facilitate an accreditation process

Work with Aboriginal and/or Torres Strait Islander communities

BSBATSIC412A Maintain and protect cultural values in the organisation

BSBATSIC511A Plan and conduct a community meeting

CHCCS421B Undertake community sector work within own community

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

Training delivery electives

CHCCS427B Facilitate adult learning and development

TAEDEL301A Provide work skill instruction

TAEDEL401A Plan, organise and deliver group-based learning

TAEDEL402A Plan, organise and facilitate learning in the workplace

Community development electives

CHCCD412B Work within a community development framework

CHCCD514B Implement community development strategies

Case management electives

CHCCM401D Undertake case management

CHCCM402E Establish and monitor a case plan

CHCCW301C Operate under a casework framework

Public sector electives

PSPETHC301B Uphold the values and principles of public service

PSPGOV422A Apply government processes

PSPLEGN301B Comply with legislation in the public sector

Family violence electives

CHCDFV301A Recognise and respond appropriately to domestic and family violence

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

CHCDFV509D Work with users of violence to effect change

Child protection electives

CHCCHILD401B Identify and respond to children and young people at risk

CHCPROT429A Work collaboratively to maintain a child safe environment

Financial literacy education electives

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

Settlement work electives

CHCSW401A Work effectively with forced migrants

CHCSW402B Undertake bicultural work with forced migrants in Australia

Alcohol and other drugs work

CHCAOD402B Work effectively in the alcohol and other drugs sector

CHCAOD408B Assess needs of clients with alcohol and/or other drugs issues

CHCCM404A Undertake case management for clients with complex needs

CHCMH401A Work effectively in mental health settings

CHCMH402B Apply understanding of mental health issues and recovery processes