

Getting to know the CIH Professional Standards



Chartered
Institute of
Housing

Overview

The CIH professional standards are a new set of tailored characteristics for the modern housing professional to help you self-reflect and guide you on your career. They're relevant for everyone who works in housing, across all tenures, whatever your role or specialism.

Why are professional standards needed?

The standards provide benefits to practitioners, landlords and tenants.

- For practitioners, they will support you to take control of your own career and identify the training and guidance you need for your professional development. Crucially it will help give you the confidence to work at the best of your ability.
- For landlords, they will improve your reputation and your organisational performance. You will be recognised as a landlord that invests in your staff while you will benefit from the decision making of a professionalised workforce.
- For tenants, they provide a transparent benchmark for the attitudes and behaviours residents should expect and provide a framework for residents to challenge unacceptable and unprofessional behaviour.

The professional standards

The standards are based on seven characteristics to enable you to reflect on and think about your professional development needs.

- **Integrity:** Have a clear understanding of your values and acts in accordance with them - do the right thing, for the right reasons, based on the best evidence and without partiality.
- **Inclusive:** Acts transparently and fairly; builds good relationships; and works collaboratively with partners, customers and communities to achieve better outcomes.
- **Ethical:** Acts fairly and makes choices and decisions by applying principles and values consistently. Challenges unethical practice in a fair and considered way.
- **Knowledgeable:** Have relevant and up-to-date practical and specialist knowledge as required, understands the bigger picture and has a passion for continuous learning.
- **Skilled:** Equipped with the relevant skills to deliver effective services.

- **Advocate:** Acts as an ambassador for the wider housing sector and profession.
- **Leadership:** Demonstrate leadership, be forward thinking and create opportunities. Find solutions to improve outcomes and demonstrate their ability to adapt to the latest ideas, situations, and change.

How to use the standards (individual)

Completing a self-assessment against the professional standards can help individuals identify the knowledge, skills and behaviours needed to be excellent in your job and even to achieve career goals. This information can be the basis of discussions with a mentor, coach, or line manager about professional development and career planning.

How to use the standards (organisation)

We want to see landlords from all tenures use the standards to support the professionalisation of their workforce. There are number of ways landlords can use the standards to help their teams better develop expertise. This includes:

- Using CIH professional standards to inform staff personal development plans and learning and development needs.
- Developing an organisational appraisal process around the CIH professional standards.

What's next?

Over the next 18 months CIH will build on the professional standards that have been introduced.

- Firstly, we will create an interactive self and peer assessment tool against each of the seven characteristics. This will build a detailed profile report for the individual and signpost them to content, training and qualification that can support them in their career journey.
- Secondly, we will develop an online interface that tests practitioners and understanding of standards. This will require both self-reflection and evidence building from the user and will again direct individuals to helpful content, qualifications and training in order to successfully complete. After completion users can then progress to further professional recognition, following a professional interview.



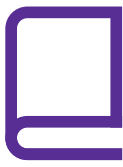
Integrity



Inclusive



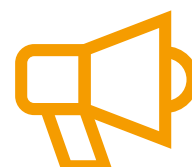
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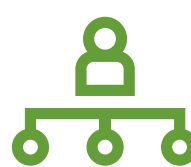
Knowledgeable



Skilled



Advocate



Leadership