



Chartered
Institute of
Housing
Ireland

Developing Housing Professionals of the Future



Chartered
Institute of
Housing
Ireland

CIH professional member

Sarah Dunkerley

Director of professional development

The challenge

Grenfell inquiry
Regulation
Poor quality homes
(Safe as Houses Report)
Increased social and affordable housing
delivery

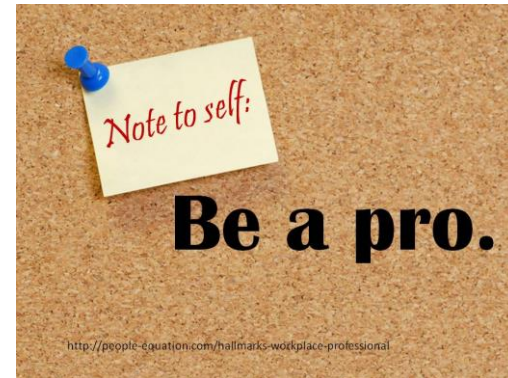
Tenants front and centre and listened to
Improvements in leadership
Professional service/courtesy/respect
Poor practice/service/behaviour
addressed

In the UK - Social Housing (Regulation) Bill
DLUHC professionalisation review

Regulator of Social Housing given powers to ensure social housing providers have the right competencies (skills, knowledge, behaviours, experience and conduct) to deliver the highest quality service to tenants and residents.

*Professional is not a label
you give yourself, it's a
description you hope
others will apply to you*

David Maister, True Professionalism



CIH professional member



Code of conduct
Code of ethics
Complaints
Professional standards
committee

Professional behaviours
Knowledge
Skills

Continuing professional
development

Community
Networking
Contribution (org/sector)

CIH professional standards



Integrity



Inclusive



Ethical



Knowledgeable



Skilled



Advocate



Leadership

CIH self assessment tool

– bringing the standards to life

CIH website

- Simple assessment
- Simple profiling report
- Link to join CIH

CIH members

- Detailed self assessment
- Detailed profiling report and gap analysis
- Signposted to tailored knowledge content, products and services

Next stage – coming soon

- Professional recognition and badging



<https://standards.cih.org/>

****New e-learning modules now available ****

Development and progression framework

Who are you?	New to housing sector or new area of work within housing	Increasing supervisory responsibility	Increasing management responsibility	Senior leadership role	Highly experienced professional - significant contribution to profession
What is your area of work?	Housing management	Customer service	Repairs and maintenance	Finance	
What do you want to do?	Develop and demonstrate knowledge and skills	Develop and demonstrate professionalism and behaviours	Maintain and develop sector knowledge and expertise and develop network	Progress in CIH membership grade	

	New to housing sector or new area of work within housing	Increasing supervisory responsibility	Increasing management responsibility	Senior leadership role	Highly experienced professional
Develop/ demonstrate knowledge and skills	Level 2 qualification	Level 3 qualification	ICSH/CIH Certificate in Housing	Level 5 qualification Experienced routes to charter	Graduate/post-graduate
	Introductory training	Open access/bespoke training – new and developing areas			
	Level 2 apprenticeship	Level 3 apprenticeship	Level 4 apprenticeship		
Develop/ demonstrate behaviours	Professional standards, self-assessment tool and e-learning modules Integrity, Inclusive, Ethical, Knowledgeable, Skilled, Advocate, Leadership CIH code of conduct, CIH code of ethics				
Maintain/develop sector knowledge and expertise and develop network	Events - ideas labs, consultation events, summits, housing festivals, conferences and exhibitions, annual dinners; Knowledge hub; Policy news, updates reports, blogs, articles; Mentoring platform - find a mentor/mentee; Sector news, reporting and insight				
Progress in CIH membership grade	Standard member	Certified member		Chartered member	Fellow

Have a go

...and let us know what you think:



professionalstandards@cih.org



Chartered
Institute of
Housing
Ireland

Thank You

Caroline Moloney

Membership development manager

caroline.moloney@cih.org

www.cih.org

Housing Professional of the Future



What is a Housing Professional at Abri?

We want Abri colleagues to recognise the are a housing professional, whatever their role. Therefore we need to provide a clear vision of what this looks like at Abri.



Housing Professional of the Future

- Encompasses everything that helps our colleagues develop
- Individual to each person



What is a Housing Professional at Abri?

Intune with our history

Understands the history and value of social housing. Respects Abri's heritage, how far we've come and what our future aspirations are.



Embedded in the housing industry community

Seeks opportunities to network within the housing industry. Maintains relationships and action learnings. Housing policy expert.



Strives to contribute to Abri's goals

Actively contributes toward the Top 10 and Abri strategy. Proactively works towards objectives. Supports strategies across all directorates



Lives our Values

Lives and breathes our Abri values and behaviours. Leads by example and is a role model to their colleagues.

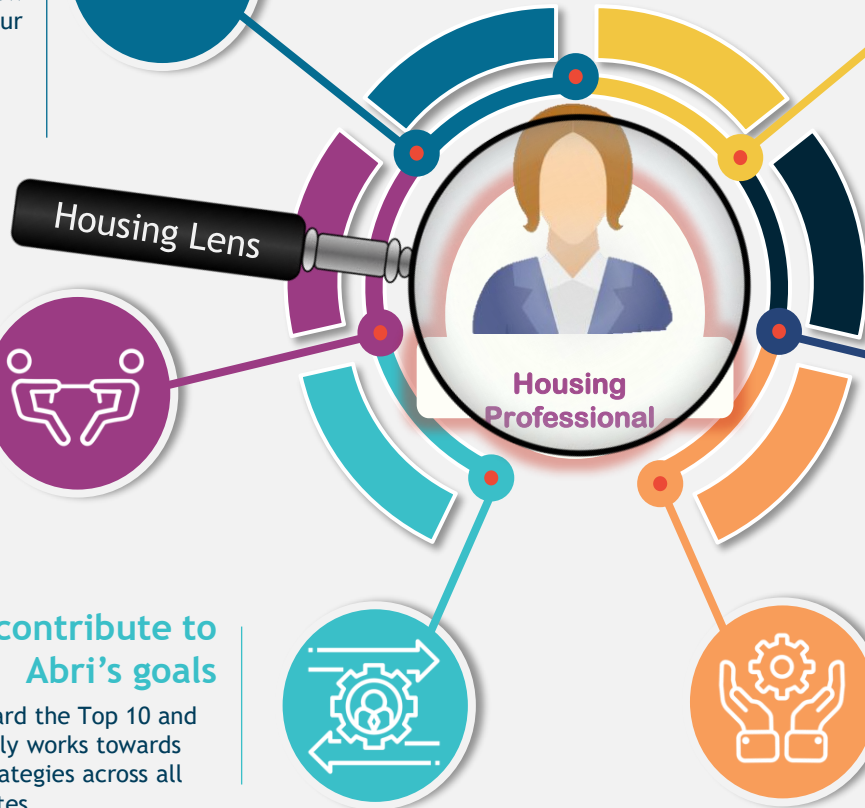
Customer First

Has a passion for delivering the best customer service possible. Understands who their customers are and how their work supports the Abri strategy.



Committed to life long learning

Seeks opportunities to continually develop and learn from experiences. Takes ownership for self-led learning and shares knowledge. An expert in their profession and seeks qualifications to a professional standard



Engaging colleagues

- Badges awarded for completion of learning
- Incorporated in Great Conversations
- Linking to Great Places to Work plan
- Tagging existing materials to HPoF
- Connecting to the values
- Continual story telling

**Housing
Professional
of the
Future
Certified**

Incorporating Housing throughout HPoF

Housing
Professional
of the
Future
Certified



- CIH club
- Introduction to Social Housing programme
- Housing specific playlists
- Social Housing Bill learning lounges
- CIH & HQN training courses
- Case studies and colleague comms

Pathways



New

New to role

- Setting up for success
- Identifying your skills
- First 90 days



Preparing

Preparing for next role

- Exploring career pathways
- Identifying skills needed to move on
- Aspiring managers



Developing

Developing in role

- Recognising personal growth
- Building your skills
- Helping you to be the best you can be

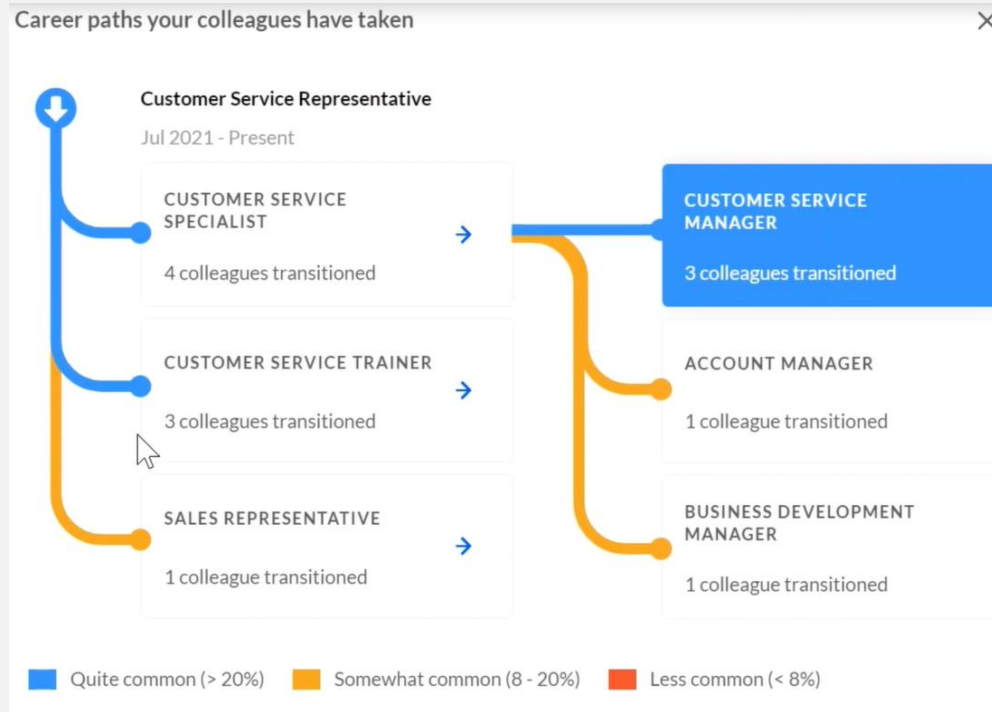


Professionalism

Being a Housing professional

- Sector knowledge, history & basics
- Bespoke Housing courses
- Curated content and updates
- Responses to DLUHC review

Career pathways



The future of HPoF

- Based on skill recognition
- Recommends career pathways
- Identifies mentors

Abri values



Aligning our values to the CIH Professional Standards

Integrity

A housing professional has a clear understanding of their values and acts in accordance with them – they will do the right thing, for the right reasons regardless of the context in which those decisions are being made.



Links to: Be the difference

Inclusive

A housing professional acts transparently and fairly; builds good relationships; and works collaboratively with partners, customers, and communities to achieve better outcomes.



Links to: Achieving together

Knowledgeable

A housing professional has relevant and up-to-date practical and specialist knowledge as required by their job role; understands the bigger picture and has a passion for and a commitment to continuous learning.



Links to: Always curious

Ethical

A housing professional acts fairly and makes choices and decisions by applying principles and values consistently. They understand the impact that poor decisions can have both on people's lives and the reputation of their organisation; and they challenge unethical practice in a fair and considered way.



Links to: Own it openly

Advocate

A housing professional acts as an ambassador for the wider housing sector and an advocate for the housing profession.



Links to: Be the difference

Leadership

A housing professional equips themselves with the relevant skills to deliver effective services to customers, colleagues, and partners.



Links to: Embrace possibility

Skilled

A housing professional equips themselves with the relevant skills to deliver effective services to customers, colleagues, and partners.



Links to: Always curious

Benefits of Aligning Housing Professional of the Future To CIH Professional Standards

- Joint promotion of sector development and professionalism standards definitions
- Diagnostic for development needs
- Framework for Leadership content
- Demonstrate early adoption of standards
- Evaluate standards in use
- Identify gaps in curriculum and prioritise programme development
- Test and continuous improvement of development offer

Using the CIH Professional Standards for PDP planning

Development objectives

Add Objective

Assess against the CIH professional standards



Category:



Discuss results with my line manager

Activity type: Progress: 0% Due date: 31/12/2022



CIH Professional Standards

Learning type: **Material** Due date: 31/12/2022

Housing Professional of the Future



Creating communities,
empowering lives