

The Specialist Homelessness Sector Transition Plan (2018-2022)

Provide training and development to the SHS

The Specialist Homelessness Sector Transition Plan (2018-2022) outlines 15 goals.

Action tables have been developed to provide more specific detail on what each goal means, why it is important, future vision, relevant literature, good practice examples and helpful resources.

The action tables are designed to be a useful reference and a good starting point for organisations or individuals wanting to action any of the 15 goals in the SHS Transition Plan.

All 15 action tables can be found at: chp.org.au/shs-transitionplan18/.

14. Provide training and development to the SHS


What we mean	Development of a three year SHS training plan in line with identified workforce development priority areas. Providing training to the SHS workforce to meet identified development needs, including consideration of development needs for both management and operational workforces. Structuring training opportunities so that participants can sequentially build skills at entry, intermediate and advanced levels.
Why is this important	<ul style="list-style-type: none">• To ensure the current SHS workforce has the necessary training and skills to provide high quality services• To better structure training opportunities and allow participants to build on foundation skills in specific areas.
Future Vision	<ul style="list-style-type: none">• Training and development opportunities that support workers having rewarding and challenging careers in the SHS• Training content areas that are relevant, practical and outcome focused, and which include emerging approaches and technologies• Senior practitioner roles that support retention of key staff and provide support to the developing workforce• Training and development activities for the SHS are clearly aligned with a SHS workforce capability framework.
Literature	<ul style="list-style-type: none">• As part of a 10 year community services industry plan, VCOSS recently released an evidence review¹ that includes consideration of workforce training needs. While no discussion of specific training and development

¹ VCOSS. (2018). Community Services of the Future – An Evidence Review (Future Social Services Institute).

	<p>needs was included in the report, it did foreshadow significant workforce shortages, and <i>'gaps in the skills, qualities and capabilities to deliver the types of services individuals want and need'</i> (p.68).</p> <ul style="list-style-type: none"> • In 2013 Angela Spinney conducted research on the how we can improve the education and training provided to the Australian Homelessness sector². Key findings included <ul style="list-style-type: none"> ○ While the homelessness workforce does hold qualifications they are not always the right ones to enable them to carry out their roles ○ The right qualifications do not exist currently ○ Relevant stakeholders must be engaged in curriculum development ○ Training options for specialist client groups are needed ○ Training and education curriculum must be dynamic to meet changing needs. • The Department of Human Services commissioned a report (via KPMG) on the housing and support workforce in 2008³. A survey was conducted (n=77) asking a wide range of key demographic and other questions, key findings related to training and development included: <ul style="list-style-type: none"> ○ 80% of organisations 'always' offer induction to new staff ○ 72% of organisations 'always' or 'often' complete an analysis of training needs ○ 68% of organisations 'always' or 'often' complete individual development plans with staff ○ The most common forms of sector wide training were focused on sector specific issues, followed by training for work with complex client presentations and training provided via the Office of Housing training calendar ○ Key training needs identified by the workforce were working with complex client and management skills. • Key barriers to accessing training and development were: difficulty backfilling roles (58%); cost (52%); lack of appropriate training (48%) and difficulty accessing the location of the training (42%).
<p>Good practice examples</p>	<ul style="list-style-type: none"> • The Council to Homeless Persons (CHP) have undertaken regular Workforce Surveys to better understand the current status of the workforce and current training needs <ul style="list-style-type: none"> ○ CHP Workforce Survey (2014)

² Spinney, A. (2013). Workforce Training for the Homelessness Sector. (Swinburne University of Technology)

³ The Department of Human Services. (2008). Summary of the Housing Managed Housing and Support Workforce (KPMG).



	<ul style="list-style-type: none">• Family Violence Industry Plan: Building From Strength: Family Violence Industry Plan
Helpful Resources	<ul style="list-style-type: none">• Building the Capacity of the Homeless Service Workforce⁴: journal article in the Open Health Services and Policy Journal

⁴ Mullen, J., and Leginski, W. (2010). Building the Capacity of the Homeless Service Workforce. The Open Health Services and Policy Journal, 2010, 3, 101-110