

SPECIALIST HOMELESSNESS SERVICES

LEARNING & DEVELOPMENT FRAMEWORK

Building capacity in people to support clients

WHAT WE'LL DISCUSS

PRESENTATION HIGHLIGHTS

- SHS L&D Framework
- Client focused
- Sample new programs
- 6 Tailored entry points
- Management & leadership
- Just in time & CIMS tools
- Next steps
- Lets connect

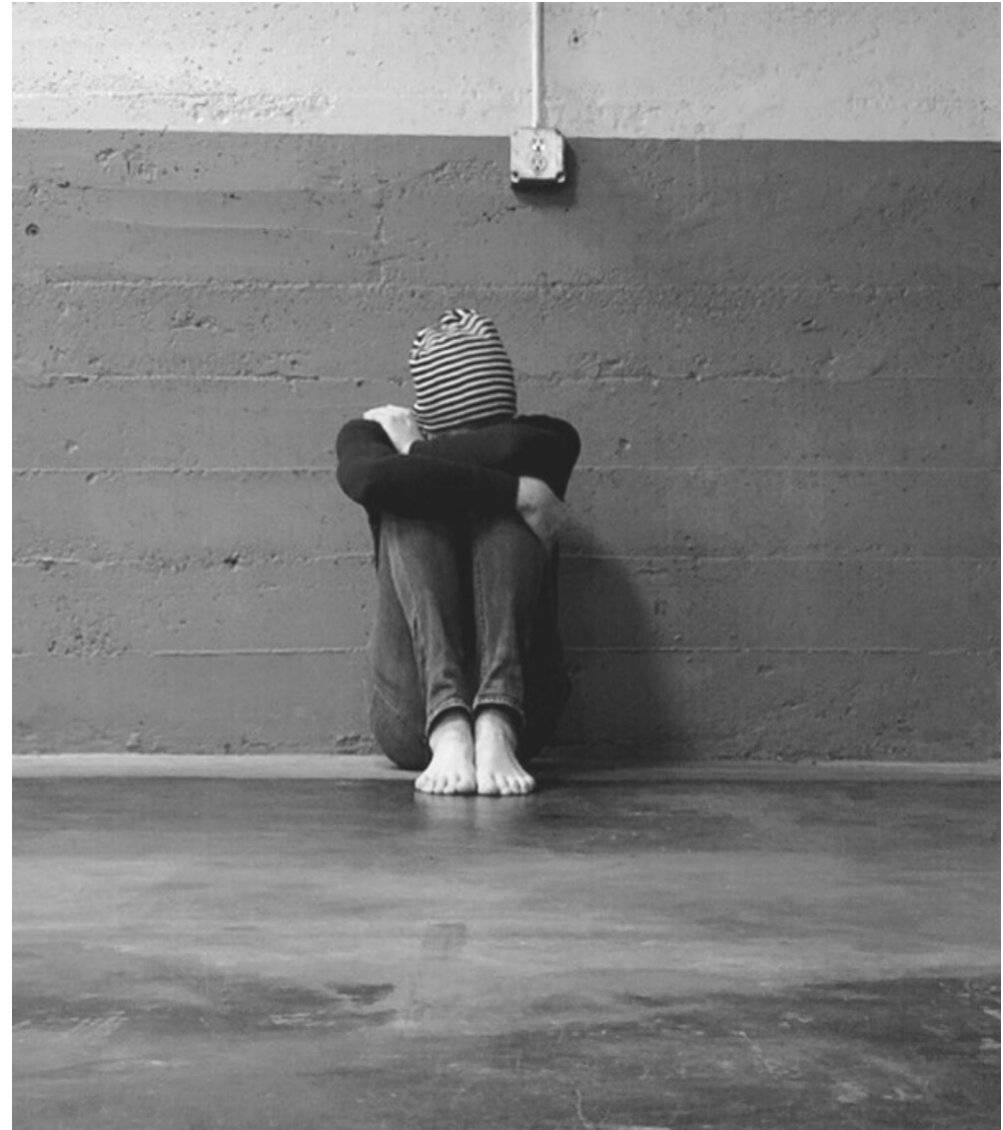
SHS L&D FRAMEWORK

- Tailored entry points
- Management & leadership
- Specific client groups
- Qualifications – Advanced Dip
- Elearning
- Flexible delivery
- On line for easy access
- Responsive to needs of sector



CLIENT FOCUSED

- Assertive outreach
- LGBTIQ+
- Aboriginal
- DFV
- Young people
- CALD
- Disability & older people
- Advanced mental health, substance abuse & trauma
- Child protection



SAMPLE OF NEW PROGRAMS

- DFV tool kit and awareness (for generic services)
- Time management (staff & managers)
- Aboriginal peer group supervision
- Cert IV CS Aboriginal Staff
- Adolescent Risk Taking
- Engaging disengaged young people
- Skills set – counselling young people
- Engaging assertive outreach clients
- Responding to mental health conditions



6 TAILORED ENTRY POINTS



INDUCTION & CORE SKILLS

New to SHS & foundational



MANAGERS & LEADERS

Workforce & succession planning



SPECIALIST CLIENTS

Specific & advanced



JUST IN TIME & ELEARNING

CIMS tools & online learning

To allow easy access to meet individual needs

MANAGEMENT & LEADERSHIP



PEOPLE & PRACTICE

Leading in best practice for client service

PEOPLE & CULTURE

Building people through coaching, mentoring & EI

MANAGING ORGS

Strategic, governance & management

Developing managers and leaders

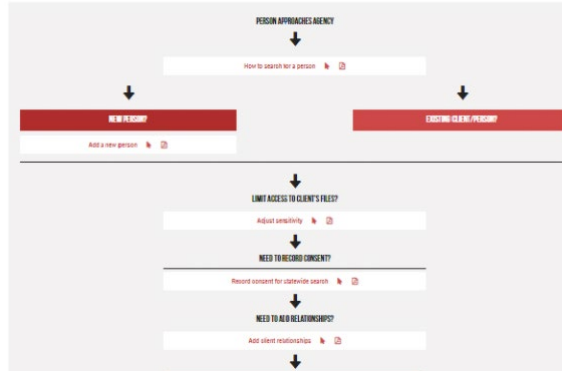
We're working on new CIMS training. Take a look at a sample of our new walkthroughs below. It's a work in progress, so it's not fully functional yet but you can see what's coming.

CIMS helps us keep track of people who come to our agencies. CIMS is a key system that helps us deliver better, faster responses to people at risk of or experiencing homelessness.

The flowchart below shows the process for using CIMS to record and manage people in our agencies. Click the red buttons to explore the process, and click each icon for a step-by-step walkthrough.

KEY:

- Interactive walkthrough
- Printable (PDF) version
- [How to use these walkthroughs](#)



RELATIONSHIP TYPE

Green Mountain Homelessness Service
Deanne Yamba Female, DOB: 01/01/1980 (Age 39 yrs)

Relationship Type

Search Details Consent Assessments Notes Payments Accommodation Status Alerts Referrals Plans

View Primary Details

Person / Alias: Create new alias

Name: Deanne Yamba Primary/Alias: Primary Name Comments: Create new alias

Relationships: No relationship exists Create new relationship

Support Periods: No existing support periods New support period

Profiles: No profiles exist Create new profile Print View

Address: No address exists Create new address

Phone & other contacts: No contacts exist Create new contact

Key Workers: This person has no assigned key workers Create new key worker

Unassisted Records: No existing unassisted records New Unassisted Record

Export Details Refresh

GO

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CIMS TRAINING

ADD A RELATIONSHIP

How-to guide

Use this process when:

- you need to add a client relationship.

ACTION	WHAT TO DO
	Log in to CIMS. You'll add a client relationship to connect people, in order to add them to a Presenting Unit. You do this after you Add a new person or Use existing person's details . This PDF goes through the process of adding a client relationship.
What is a Presenting Unit?	A Presenting Unit is a client or group of clients who request services from an SHS agency, such as: <ul style="list-style-type: none">a person or child aloneperson with child(ren)couple with or without child(ren)multi-generational familygroup of unrelated persons. People who don't receive a service aren't clients and aren't included in the Presenting Unit. Note: Adding a relationship doesn't automatically make someone a client or

JUST IN TIME & TOOLS - BASED ON WORKPLACE APPLICATION

Online interactive flow charts with elearning films & PDF process application

NEXT STEPS

Developing & customizing
Entry, intermediate & advanced
Culture and engagement films
Increasing regional
More online to support on the job
SMEs from SHS for development



LET'S CONNECT

FIND US ONLINE

For framework & CIMS tools

homelessnessnsw.org.au

Industry Partnership

Learning and Development

For requesting courses & bookings

DCJ Chandler Mcleod - MTS

HOMELESSNESS NSW