

Housing Leeds Skills matrix for Volunteer Tenants, Leaseholders and residents groups

This skills matrix supports the training and development for tenants, leaseholders and residents that volunteer with Housing Leeds, including: Tenant Scrutiny Board, VITAL, Cross City Chairs Group, Housing Advisory Panels, Housing Leeds tenants and leaseholder city-wide groups, Service Improvement Volunteers, Leeds Tenant Federation, Tenant and Resident Associations and Area Representatives.

The matrix displays the skills and competencies required of volunteers involved with Housing Leeds through its groups and programmes. For TARAs and Leeds Tenants Federation we have indicated what skills we would recommend that members have.

The Skills Matrix is to help groups:

- Review the skills and competences within the group
- Identify gaps in skills and competences within the group
- Assess members' training needs
- Develop new skills for members
- Work with the Tenant & Community engagement team to deliver a successful training and development programme

Skill / competency	Groups	SIVs	TARAs	LTF
Understand Purpose of group you are a member of	Essential	Essential	Essential	Essential
Understand the Terms of Reference and your responsibilities as a group member	Essential	N/A	Essential	Essential
Understand the Code of conduct that you must adhere to	Essential	Essential	Essential	Essential
Have knowledge of Council structures and how decisions are made	Desirable	Desirable	Desirable	Desirable
Have a basic knowledge of Housing Leeds - what we do, and who does what	Essential	Desirable	Desirable	Essential
Understand Information governance - the importance of sharing and storing information & documents safely and securely	Essential	Essential	Essential	Essential
Able to communicate effectively	Essential	Desirable	Essential	Essential
Understand how to run and / or contribute to a useful and productive meeting	Essential	N/A	Essential	Essential

Understand the role of Chair / Vice chair	Essential	N/A	Essential	Essential
Able to build good relationships and work well with others – using Restorative Practices	Desirable	Desirable	Desirable	Desirable
Aware of Equality & Diversity in the community and good practices – how to be inclusive	Essential	Desirable	Essential	Essential
Understand the importance of engaging under-represented groups of people	Essential	Desirable	Desirable	Desirable
Understand Health & Safety basics	Essential	Essential	Essential	Essential
Understand what Safeguarding is, why it is important and how to report issues	Desirable	Desirable	Essential	Essential
Knowledge of new housing and social policies and the impact on tenants. e.g. Welfare Reforms	Essential	Desirable	Desirable	Essential
Aware of the roles of partners and other public services to tenants e.g. Police, Public Health, Contractors	Essential	Desirable	Desirable	Essential
Able to use Social media	Desirable	Desirable	Desirable	Desirable
Skills for chairing meetings (for Chairs, Vice chairs and aspiring Chairs)	Essential	N/A	Essential	Essential
Skills for a group Secretary (for Secretaries of LTF and TARAs)	N/A	N/A	Essential	Essential
Managing Finances and book-keeping	N/A	N/A	Essential	Essential

