

CIH professional standards self-assessment



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, based on the best evidence and without partiality.

	Always	Often	Sometimes	Rarely	Never	Actions required
I am clear on what my values are both personally and professionally						
I would be happy if my actions were made public in the press or on social media						
My behaviour in the workplace is respected by my colleagues						
People trust my professional judgement						
I own up to my mistakes and learn from them						
I do what I say I am going to do						
If I can't meet a commitment, I take corrective action						
I understand and act in the best interest of tenants/ customers/partners						

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Inclusive

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

	Always	Often	Sometimes	Rarely	Never	Actions required
I am able to see things from another person's perspective						
My personal preferences influence my behaviour or decisions						
I consider other people's circumstances or needs						
I am confident that I don't have any unconscious biases						
I am comfortable asking what may be perceived as awkward or difficult questions in the interest of inclusion						
I know what unacceptable behaviour looks like in practice						
I am comfortable to challenge inappropriate, offensive, or discriminatory behaviour						
I have access to training and guidance to support my understanding of EDI issues						

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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.

	Always	Often	Sometimes	Rarely	Never	Actions required
My personal preferences or views influence my behaviour or decisions						
I use the CIH ethical framework when faced with an ethical dilemma						
I raise concerns when I feel practices, policies or activities are inconsistent with the values and practices of my organisation						
I understand what conflict of interest would be in my role or organisation						
I challenge false assumptions made about people who live in rented housing (both inside and outside of work)						
I fully understand and uphold the values of my organisation						
Do I know what professional boundaries mean within the context of my role?						

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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 continuous learning.

	Always	Often	Sometimes	Rarely	Never	Actions required
I stay up to date with the latest developments in housing policy, law and practice						
I am clear about the knowledge I need to effectively do my job						
I am aware of my legal and professional obligations.						
I reflect on what I need to do to ensure my continuous professional development						
I am clear about personal limitations (e.g. when to seek advice from others)						
I share my knowledge with others to create a learning environment among my colleagues						
I use my knowledge, research and data to make evidence-based decisions						

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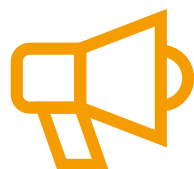


Skilled

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

	Always	Often	Sometimes	Rarely	Never	Actions required
I review the skills I need and plan how to address the gaps I identify						
I understand what challenges or triggers impact on my ability to be resilient						
I make a positive contribution to team culture						
I take full advantage of current and future technologies and digital working						
I adapt to change well						
I respond quickly according to the situation (situational decision-making)						

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Advocate

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

	Always	Often	Sometimes	Rarely	Never	Actions required
I always speak up when faced with attitudes and behaviour that stereotype and stigmatise rented housing and people who live in rented housing						
I actively get involved with CIH networks, influencing, public affairs and policy work						
I always challenge the behaviours of colleagues and organisations that undermine the reputation of the profession						
I never use inappropriate language or behaviour which might undermine the aims and objectives of the sector or my organisation						
I am always a positive representative of my organisation and the wider profession						
I actively contribute to the profession, sharing experience, and supporting innovation						

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Leadership

Housing professionals at all levels should demonstrate leadership, be forward thinking and create opportunities. They find solutions to improve outcomes for their organisation, customers and communities and demonstrate their ability to adapt to the latest ideas, situations, and change.

	Always	Often	Sometimes	Rarely	Never	Actions required
I give feedback constructively in a co-operative manner						
I receive constructive feedback well						
I am prepared to take responsibility and get things done						
I am confident in being a critical friend and am s able to raise issues and concerns						
I am prepared to try new ways of working						