



Chartered
Institute of
Housing
Approved
centre

Housing Short Courses

WELCOME TO YMCA

Thank you for your interest in YMCA Birmingham, you have just become part of the largest youth charity in the world!

We are a social landlord and training partner for the social housing sector. As a registered provider of accommodation, we truly understand the challenges of life and are passionate about providing homes, a safe community and real opportunities for vulnerable people.

- Established in 2012, we are an approved Apprenticeship Provider and Accredited Training Centre for the Chartered Institute of Housing.
- Our vision is to help upskill and continuously raise the standards of the Social Housing Industry. We do this by creating a national community of well-trained and formally qualified Housing Professionals.
- Based in the Midlands, we are able cover the whole of the UK and have a fully operational Training Department for the job.
- As a not for profit organisation, every penny that is made as a direct result of you signing up to one of our courses is reinvested back into our charitable work and mission.

"Our mission is to inspire young people to discover their potential so that they can live life in all its fullness".

INTRODUCTION

In addition to an array of accredited qualifications in Housing, YMCA Birmingham deliver a wide range of short 1-day courses tailored specifically for the housing sector. We can deliver these courses across the UK.



Managing Rent Arrears

Suitable for those working in a social /supported housing environment who may have responsibility for the collection of rent or monitoring of rent accounts.

This course will provide workers in the social/supported housing field with a base line knowledge of the legal framework affecting rent arrears, examine best practice in preventing - and proactive steps in minimising - rent arrears, including exploring processes for arrears management and monitoring.

Service User Involvement / Tenant Participation

To provide staff working in supported housing with the knowledge of the key drivers for service user involvement, and to enable them to plan for more effective involvement.

This course will provide an understanding of why service user involvement is important in a range of housing related settings and explore the opportunities of how to maximise the impact in a specific context.

Contact Centre Customer Services

For all staff working in a call centre within a housing environment.

This course will help call centre staff learn how to make the most of their telephone based work including understanding the best ways to listen and to be heard.

Each session has elements of sales and customer service skills which will be explored in detail throughout this energising and informative workshop.

Topics include; Verbal Communication Techniques, Questioning and Listening Skills, Ways of Delivering Bad News and Saying No, Cold and Warm Calls, Handling Objections and Closing, Negotiation Techniques, and Techniques for Managing Stress.

WE ALSO DELIVER

Conflict Management & Resolution

Safeguarding

Suicide Awareness

Substance Misuse

Mental Health First Aid

Equality and Diversity

Team Working

Self-Harm

Eating Disorders

YMCA

To find out more please contact us on
0121 478 4245 or email
training@ymcabirmingham.org.uk



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION