



Australian Government

CHCSOH013 Work with people experiencing or at risk of homelessness

Release: 1

CHCSOH013 Work with people experiencing or at risk of homelessness

Modification History

Release 1. CHCSOH013 Work with people experiencing or at risk of homelessness supersedes and is equivalent to CHCSOH001 Work with people experiencing or at risk of homelessness.

Application

This unit describes the performance outcomes, skills and knowledge required to work with people who are experiencing homelessness or at risk of becoming homeless, including people experiencing domestic and family violence.

This unit applies to individuals who work in a range of community services and health roles.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Social Housing

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Address issues associated with people who are experiencing homelessness or at risk of becoming homeless.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Reflect on own personal values and attitudes regarding homelessness and take these into account when planning and implementing work activities.
- 1.2. Identify barriers in accessing safe and secure housing for people experiencing homelessness or at risk of becoming homeless.

- 1.3. Provide opportunities for people to participate in service planning and support activities.
- 1.4. Assess personal safety of people experiencing homelessness or at risk of becoming homeless and report and refer those in unsafe situations according to organisational policies and procedures and legislative requirements.
- 1.5. Assess issues impacting on person's homelessness risk and situation and modify approach to service delivery.
- 1.6. Work with person to identify and discuss potential solutions to complex issues raised, including referral to key agencies, services and personnel.
- 1.7. Provide advice and assistance on housing options.
2. Support and advocate for people who are experiencing homelessness or at risk of becoming homeless.
 - 2.1. Advocate and negotiate for services in conjunction with person according to person's needs.
 - 2.2. Support person to advocate and negotiate on their own behalf and deal with discrimination.
 - 2.3. Negotiate and create access pathways to support services and social and private housing providers.
 - 2.4. Select and use advocacy techniques appropriate and sensitive to cultural background, age and gender.
 - 2.5. Advocate within the community to facilitate addressing issues on behalf of people who are experiencing homelessness or at risk of becoming homeless.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Release 1. CHCSOH013 Work with people experiencing or at risk of homelessness supersedes and is equivalent to CHCSOH001 Work with people experiencing or at risk of homelessness.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>