



Australian Government

CHCSOH021 Work with clients within the social housing system

Release: 1

CHCSOH021 Work with clients within the social housing system

Modification History

Release 1. Supersedes and is not equivalent to CHCSOH010 Work with clients within the social housing system.

Application

This unit describes the performance outcomes, skills and knowledge required to assist people who are looking for or need assistance with housing and accommodation.

This unit applies to individuals who work in tenancy and non-tenancy services in a social housing context. Workers exercise judgement and sensitivity when working with clients within clearly defined processes and procedures.

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. Prepare for work in the social housing system.

PERFORMANCE CRITERIA

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

- 1.1. Reflect on personal values and attitudes regarding social housing and take these into account when planning and implementing all work activities.
- 1.2. Demonstrate consideration and understanding of the underpinning values and philosophies of the sector in all work undertaken.
- 1.3. Research client groups and stakeholders and use

information to identify potential issues and problems experienced by clients and current factors impacting on the provision of housing.

2. Assist client with housing issues.
 - 2.1. Communicate with client in a patient, empathetic and respectful manner.
 - 2.2. Provide advice and assistance on housing options.
 - 2.3. Provide assistance to client to maintain tenancy.
 - 2.4. Follow organisational policies and procedures for resolving and escalating issues.
 - 2.5. Follow organisational policies and procedures for referral.
 - 2.6. Use technology according to organisational and role requirements.
3. Document and review work.
 - 3.1. Complete written documentation and reporting according to organisational requirements.
 - 3.2. Review own work to check and confirm adherence to access and equity principles.
 - 3.3 Identify and action opportunities for continuous improvement.

Foundation Skills

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

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>