



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH225A Prepare to work in social housing

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required for the context within which social housing work occurs

Application of the Unit

Application

This unit may be applied in a range of community services work contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Work within the <i>context</i> of the social housing | 1.1 Demonstrate understanding of the role of social housing sector |
| 2. Develop knowledge of the social housing sector | 2.1 Ensure all work reflects the knowledge of the current issues which impact on the sector and <i>different models of work</i> |
| 3. Demonstrate commitment to the <i>central philosophies of the social housing sector</i> | 3.1 Demonstrate a <i>commitment to access and equity principles</i> in all work in the sector
3.2 Where appropriate, ensure clients participate in all aspects of service planning and support activities as required
3.3 Identify personal values and attitudes regarding social housing and take them into account when planning and implementing all work activities |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Principles of community delivered service provision
- Holistic and client-centred service
- Principles of client empowerment/disempowerment
- Principles of access and equity
- Awareness of components of the social housing sector, including:
 - homelessness
 - crisis management
 - crisis refuges - youth and family violence
 - cooperatives
 - transitional housing
 - long term housing
- Policy, regulatory, legislative and legal requirements include:
 - residential tenancy legislation or equivalent
 - legislation underpinning the principles of privacy, equal opportunity, individual rights, and freedom of information

and may include:

- housing legislation, as appropriate
- National Community Housing Standards
- Disability Services Act and standards
- national housing policy
- relevant state based legislation
- Context of social housing provision, including: historical, social, political and economic aspects
- Current issues facing clients and existing services to address their needs and rights

REQUIRED SKILLS AND KNOWLEDGE

- Principles and practices of ethics and values
- Principles and practices of confidentiality
- Principles and practice of duty of care
- Legal system:
 - courts
 - police powers
 - court reports
 - tribunals
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate understanding of own work role within the context of the social housing sector
- Demonstrate understanding of organisation role within the context of the social housing sector

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Prepare reports so that the information and organisation of information is appropriate to its purposes and audience
- Work as part of a team or as a sole worker
- Demonstrate the application of skills in:
 - interpersonal communication with clients and other stakeholders
 - problem solving

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is best assessed in the workplace or in a simulated workplace under the normal range of conditions
- This unit must be assessed with all other specialisation units chosen as part of a package at a particular Australian Qualifications Framework level

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment include access to an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment

EVIDENCE GUIDE

Method of assessment may include:

- Observation
- Written assessment
- Case studies
- Evidence of materials developed in the workplace
- Questioning

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Context includes:

- Statutory framework within which work takes place
- Changing social context of work e.g. consumer centred approach, changing government and societal views of not-for-profit housing, approaches to working with clients/service users/members/tenants

Different models of work in the sector may include:

- Housing management
- Tenancy management
- Tenancy support
- Tenancy advice/advocacy
- Community development and education
- Case management

RANGE STATEMENT

Stakeholders may include:

- Consumers/service users/clients/members/tenants
- Local community
- Community organisations
- Government representatives and service providers
- Peak bodies and networks in the sector
- Management, colleagues, team members

Central philosophies of the social housing sector may include:

- A social justice perspective
- Community development approach
- Housing as a right not a privilege
- A holistic and consumer-centred approach
- Commitment to meeting the needs and upholding the rights of consumers
- Commitment to empowering the consumer

A commitment to access and equity principles includes:

- Creation of a consumer oriented culture
- A non-discriminatory approach to all people using the service, their family and friends, the general public and co-workers
- Ensuring the work undertaken takes account of and caters for differences including: cultural, physical, religious, economic, social

Unit Sector(s)

Not Applicable