



Australian Government

CHCSOH001 Work with people experiencing or at risk of homelessness

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to performance criteria New evidence requirements for assessment including volume and frequency requirements Significant changes to knowledge evidence Additional assessor requirements

Application

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

This unit applies to work in a range of roles at any level within a community services and health context.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

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

- 1.1 Be aware of 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, secure housing for people in specific circumstances experiencing homelessness or at risk of becoming homeless
- 1.3 Where appropriate, ensure opportunities are provided for the person to participate in service planning and

ELEMENT**PERFORMANCE CRITERIA**

support activities

1.4 Assess the personal safety of those experiencing homelessness or at risk of becoming homeless, including young homeless to ensure they are not in an unsafe situation and report and refer appropriately

1.5 Assess issues impacting on the person's homelessness risk or situation and modify the approach to service delivery

1.6 Work with the person to identify and discuss potential solutions to complex issues raised, including referral to appropriate 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 the person and according to the person's needs

2.2 Support the person to advocate and/or negotiate on their own behalf and to deal with discrimination

2.3 Negotiate and create access pathways to support services and the full range of social and private housing providers

2.4 Use a range of advocacy techniques that take into account differing cultural backgrounds, are age appropriate and gender sensitive

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

The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) that are essential to performance.

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

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCSOH001 Work with people experiencing or at risk of homelessness

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- worked collaboratively with 3 people (including women and children experiencing family violence) who are experiencing homelessness or are at risk of becoming homeless, to identify and address barriers and issues impacting on their ability to secure housing
- provided advice to 3 people in relation to options for key agencies and services that provide appropriate housing and accommodation services
- identified 1 child at risk of homelessness and followed organisation and legislative requirements for referral and reporting
- advocated on behalf of 1 person and supported the person to advocate on their own behalf to negotiate options, services and pathways to address barriers and issues impacting on their ability to secure or sustain housing

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- context within which the system of housing has developed in Australia
- different levels of government and their role in provision of housing
- legal and ethical considerations (national, state/territory) relevant to social housing and how these are applied in organisations and in individual practice:

- human rights
- child protection
- mandatory reporting
- duty of care requirements and the law of negligence in delivering services to those experiencing homelessness or risk of becoming homeless
- access and equity
- privacy, confidentiality
- legal system:
 - courts
 - police powers
 - court reports
 - relevant state/territory residential tenancy tribunals
- principles and practice of:
 - community delivered service provision
 - holistic and client-centred service
 - client empowerment and disempowerment
- underpinning values and philosophies relevant to working with people who are experiencing homelessness or risk of becoming homeless
- cultural issues which impact on housing system for minority groups including newly arrived refugees and for Aboriginal and/or Torres Strait Islander people
- changing social, political and economic context in which homelessness occurs
- current and historical factors which impact on provision of housing
- gender context of homelessness
- range of consumers, consumer groups and stakeholders in relation to the Australian housing system, their demographics, needs, complexity of issues
- primary, secondary and tertiary definitions of homelessness
- structural causes which allow and maintain homelessness
- range of issues impacting on people who are experiencing homelessness or risk of becoming homeless
- specific issues facing individuals and existing services and outreach programs available to address their needs and rights
- risk and contributing factors of homelessness
- indicators of family violence, mental health issues, substance abuse and child protection issues
- the complexity surrounding family violence and legal requirements when dealing with people who are experiencing family violence
- housing options, range of tenures and the pathways of the homelessness service system, including crisis, transitional, community housing, public housing, housing associations, cooperatives
- private rental system
- own work role within the context of delivering services to homeless people
- organisation's role within the context of the sector

- access pathways for transient, marginalised individuals
- case management framework

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

In addition, assessors must have experience working with homelessness or social housing.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>