



Australian Government

CHCSOH010 Work with clients within the social housing system

Release: 1

CHCSOH010 Work with clients within the social housing system

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

Application

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

This unit applies to work in both tenancy and non-tenancy services within the social housing sector. Workers are required to 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/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. Plan for work in the housing system

- 1.1 Research client groups and stakeholders
- 1.2 Research potential issues and problems for clients and current factors impacting on the provision of housing
- 1.3 Research escalation and reporting procedures
- 1.4 Research referral procedures and networks

2. Provide assistance to clients with housing issues

- 2.1 Communicate with clients in a manner that demonstrates patience, empathy and respect
- 2.2 Provide advice and assistance on housing options

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|-----------------------------|--|
| | 2.3 Provide assistance to maintain tenancies |
| | 2.4 Follow organisation procedures for resolving and escalating issues and/or problems |
| | 2.5 Follow organisation procedures for referral |
| | 2.6 Use technology in accordance with organisation and role requirements |
| 3. Document and review work | 3.1 Complete documentation and reporting in accordance with organisation requirements |
| | 3.2 Review own work to ensure commitment and adherence to access and equity principles |
| | 3.3 Adopt a continuous improvement approach to work by identifying and actioning opportunities for improvement |

Foundation Skills

The Foundation Skills describe those required skills (such as language, literacy, numeracy and employment skills) 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 CHCSOH010 Work with clients within the social housing system

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

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:

- assisted 3 individuals or families who are in search of housing or need assistance with maintaining housing and accommodation

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:

- historical, social and political economic context and development of the Australian social housing system, including changes over time and associated issues
- current and historical factors which impact on the provision of housing
- legal and ethical considerations (national, state/territory) relevant to housing and how these are applied in organisations and in individual practice, including:
 - access and equity
 - human rights
 - privacy, confidentiality
 - duty of care
 - mandatory reporting
- levels of government in Australia and their role in the housing system
- social housing functions and processes including:
 - applications and allocations

- eligibility
- tenancy rebates
- rent and rental arrears
- termination
- eviction
- cultural issues that impact on housing system for minority groups including newly arrived refugees and for Aboriginal and/or Torres Strait Islander people
- own work role within the context of delivering services in the Australian social housing system
- different consumers and consumer groups, including:
 - demographics
 - their needs
 - complex issues and types of solutions available to address these needs and issues
- principles of client empowerment and disempowerment and community delivered service provision
- range and mix of housing types and tenures and associated consumers, including community housing, public housing, homelessness, supported housing, transitional housing and crisis housing
- tenures in fields of work and key stakeholders in these fields
- mix of tenures in geographic area in own work
- housing options available to address consumer needs and issues
- private rental system and stakeholder issues
- referral procedures and networks
- common rental and leasing agreements and financing arrangements for rental properties
- management arrangements for rental properties

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.

Links

Companion Volume implementation guides are found in VETNet -

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