



Australian Government

CHCSOH010 Work with clients within the social housing system

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

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**

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| | 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>