



Australian Government

CHCSOH013 Work with people experiencing or at risk of homelessness

Release: 1

CHCSOH013 Work with people experiencing or at risk of homelessness

Modification History

Release 1. CHCSOH013 Work with people experiencing or at risk of homelessness supersedes and is equivalent to CHCSOH001 Work with people experiencing or at risk of homelessness.

Application

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

This unit applies to individuals who work in a range of community services and health roles.

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

PERFORMANCE CRITERIA

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

- 1.1. Reflect on 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 and secure housing for people experiencing homelessness or at risk of becoming homeless.

- 1.3. Provide opportunities for people to participate in service planning and support activities.
 - 1.4. Assess personal safety of people experiencing homelessness or at risk of becoming homeless and report and refer those in unsafe situations according to organisational policies and procedures and legislative requirements.
 - 1.5. Assess issues impacting on person's homelessness risk and situation and modify approach to service delivery.
 - 1.6. Work with person to identify and discuss potential solutions to complex issues raised, including referral to key agencies, 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 person according to person's needs.
 - 2.2. Support person to advocate and negotiate on their own behalf and deal with discrimination.
 - 2.3. Negotiate and create access pathways to support services and social and private housing providers.
 - 2.4. Select and use advocacy techniques appropriate and sensitive to cultural background, age and gender.
 - 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

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

Unit Mapping Information

Release 1. CHCSOH013 Work with people experiencing or at risk of homelessness supersedes and is equivalent to CHCSOH001 Work with people experiencing or at risk of homelessness.

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 CHCSOH013 Work with people experiencing or at risk of homelessness

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- work collaboratively with three people experiencing homelessness or at risk of becoming homeless to identify and address barriers and issues impacting on their ability to secure housing
- provide advice to three people on options for key agencies and services that provide housing and accommodation services
- identify one child at risk of homelessness and follow organisational policies and procedures and legislative requirements for referral and reporting
- advocate on behalf of one person and support the person to advocate on their own behalf to negotiate options, services and access pathways to address barriers and issues impacting on their ability to secure or sustain housing.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- context within which the system of housing has developed in Australia
- levels of government in Australia and their role in provision of housing
- Commonwealth and State or Territory legal and ethical considerations relevant to social housing and how these are applied in organisations and in individual practice:
 - human rights
 - child protection
 - mandatory reporting
 - duty of care and the law of negligence in delivering services to those experiencing homelessness or at risk of becoming homeless
 - access and equity
 - privacy and confidentiality
- legal system structure and functions:
 - courts
 - police powers
 - court reports

- State or Territory residential tenancy tribunals
- State or Territory residential tenancy acts
- 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 at risk of becoming homeless
- cultural issues which impact on the Australian housing system for minority groups including newly arrived refugees and Aboriginal and 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
- demographics, needs and complexity of issues of consumers, consumer groups and stakeholders in the Australian housing system
- primary, secondary and tertiary definitions of homelessness
- structural causes which allow and maintain homelessness
- issues impacting on people who are experiencing homelessness or at risk of becoming homeless
- issues facing individuals experiencing homelessness or at risk of becoming homeless 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
- complexity surrounding family violence and legal requirements when dealing with people who are experiencing family violence
- housing options, tenures and pathways of the homelessness service system:
 - transitional
 - community housing
 - public housing
 - housing associations
 - cooperatives
- private rental system
- own work role within the context of delivering services to people experiencing homeless or at risk of becoming homeless
- organisation's role within the context of the sector
- access pathways for transient and marginalised individuals
- case management framework.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- opportunities for engagement with clients and multiple agencies.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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