



Australian Government

CHCSOH021 Work with clients within the social housing system

Release: 1

CHCSOH021 Work with clients within the social housing system

Modification History

Release 1. Supersedes and is not equivalent to CHCSOH010 Work with clients within the social housing system.

Application

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

This unit applies to individuals who work in tenancy and non-tenancy services in a social housing context. Workers 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 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. Prepare for work in the social housing system.

PERFORMANCE CRITERIA

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

- 1.1. Reflect on personal values and attitudes regarding social housing and take these into account when planning and implementing all work activities.
- 1.2. Demonstrate consideration and understanding of the underpinning values and philosophies of the sector in all work undertaken.
- 1.3. Research client groups and stakeholders and use

information to identify potential issues and problems experienced by clients and current factors impacting on the provision of housing.

2. Assist client with housing issues.
 - 2.1. Communicate with client in a patient, empathetic and respectful manner.
 - 2.2. Provide advice and assistance on housing options.
 - 2.3. Provide assistance to client to maintain tenancy.
 - 2.4. Follow organisational policies and procedures for resolving and escalating issues.
 - 2.5. Follow organisational policies and procedures for referral.
 - 2.6. Use technology according to organisational and role requirements.
3. Document and review work.
 - 3.1. Complete written documentation and reporting according to organisational requirements.
 - 3.2. Review own work to check and confirm adherence to access and equity principles.
 - 3.3 Identify and action opportunities for continuous improvement.

Foundation Skills

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

Unit Mapping Information

Release 1. Supersedes and is not equivalent to CHCSOH010 Work with clients within the social housing system.

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 CHCSOH021 Work with clients within the social housing system

Modification History

Release 1. Supersedes and is not equivalent to CHCSOH010 Work with clients within the social housing system.

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:

- assist three clients including at least one individual and one family who are in search of housing or need assistance with maintaining housing and accommodation.

Knowledge Evidence

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

- components and structure of the social housing sector
- range and variety of service provision:
 - homelessness
 - crisis management
 - crisis refuges including youth and family violence
 - cooperatives
 - transitional housing
 - long-term housing
- historical, social and political economic context and development of the Australian social housing system and changes over time
- current and historical factors which impact on the provision of housing
- Commonwealth and State or Territory legal and ethical considerations relevant to housing and how these are applied in organisations and in individual practice:
 - access and equity
 - human rights
 - privacy and confidentiality
 - duty of care
 - mandatory reporting
- interpersonal communication techniques
- levels of government in Australia and their role in the social housing system
- social housing functions and processes:
 - application and allocation
 - eligibility

- tenancy rebate
- rent and rental arrears
- termination
- eviction
- cultural issues that impact on the Australian social 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
- consumers and consumer groups:
 - demographics
 - needs
 - complex issues and types of solutions available to address needs
- principles of client empowerment and disempowerment and community delivered service provision
- range and mix of housing types and tenures and associated consumers:
 - community housing
 - public housing
 - supported housing
 - transitional housing
 - crisis housing
 - homelessness
- tenures in fields of work and key stakeholders in these fields
- mix of tenures in geographic area in own work
- affordable and shared housing options available to address consumer needs and issues
- private rental system and associated stakeholder issues
- referral procedures and networks
- common rental and leasing agreements and financing arrangements for rental properties
- management arrangements for rental.

Assessment Conditions

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

Assessment must ensure:

- access to suitable 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

Companion Volume implementation guides are found in VETNet -

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