



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH301C Work effectively in social housing

Release: 1

CHCCH301C Work effectively in social housing

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCH301B Work effectively in social housing	CHCCH301C Work effectively in social housing	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required for the context within which social housing work occurs

Application of the Unit

Application

This unit may be applied in the social housing context of community services work

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Work within the *context* of the social housing sector

- 1.1 Work with an understanding of the role of the social housing sector
- 1.2 Ensure all work in the sector reflects consideration of the historical *context* of the sector
- 1.3 Ensure all work reflects consideration of the changing social, political and economic context, including community housing, public housing, homelessness, supported housing, transitional housing and crisis housing
- 1.4 Apply legal and ethical requirements appropriate to work role

2. Develop knowledge of the social housing sector

- 2.1 Apply knowledge of the *current issues* which impact on the sector and *different models of work*
- 2.2 Collect and use the views of key *stakeholders and representatives* from relevant target groups when collecting information about the social housing sector

ELEMENT**PERFORMANCE CRITERIA**

3. Demonstrate commitment to the central philosophies of the social housing sector
- 3.1 Demonstrate consideration and understanding of the *underpinning values and philosophies* of the sector in all work undertaken
- 3.2 Demonstrate a *commitment to access and equity principles* in all work in the sector
- 3.3 Where appropriate, ensure clients participate in all aspects of service planning and support activities as required
- 3.4 Identify personal values and attitudes regarding social housing and take these into account when planning and implementing all work activities

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Components and structure of the social housing sector (range and variety of service provision) including:
 - homelessness
 - crisis management
 - crisis refuges - youth and family violence
 - cooperatives
 - transitional housing and
 - long term housing
- Causal and structural issues of homelessness
- Context of social housing provision, including: historical, social, political and economic aspects
- Current issues facing clients and existing services to address their needs and rights
- Early intervention including sustaining tenancies
- Funding requirements
- Holistic and client-centred service
- Impact of homelessness including social, economic and psychological
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds
- Legal system:
 - courts
 - police powers
 - court reports
 - tribunals
- Organisation procedures relating to:
 - safety issues and prevention in social housing work, including basic home fire safety
 - emergency response
 - security
- Organisation's role within the context of the social housing sector

REQUIRED SKILLS AND KNOWLEDGE

- Own work role within the context of the social housing sector
- Policy, regulatory, legislative and legal requirements include:
 - residential tenancy legislation or equivalent
 - housing legislation, as appropriate
 - legislation underpinning the principles of privacy, equal opportunity, individual rights, and freedom of information
 - Human Rights Charter or equivalent

and may include:

- National Community Housing Standards
- community service standards and guidelines
- SAAP guidelines and requirements
- Disability Services Act and standards
- national housing policy
- Cooperatives Act or other equivalent governing legislation
- relevant state based legislation
- Principles of access and equity
- Principles of client empowerment/disempowerment
- Principles of community delivered service provision
- Principles and practices of:
 - ethics and values
 - confidentiality
 - duty of care
- Relevance of the work role and functions to maintaining sustainability of the workplace, including environmental, economic, workforce and social sustainability

Essential skills:

It is critical that the candidate demonstrate the ability to apply knowledge of:

- Own work role within the context of the social housing sector
- Organisation's role within the context of the social housing sector

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Conduct interpersonal communication with clients and other stakeholders
- Demonstrate the application of skills in:
 - problem solving

REQUIRED SKILLS AND KNOWLEDGE

- effective use of relevant information technology in line with work health and safety (WHS) guidelines
- Prepare reports so that the information and organisation of information is appropriate to its purposes and audience
- Recognise and act upon opportunities to enhance sustainability in the workplace
- Work as part of a team or as a sole worker

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is best assessed in the workplace or in a simulated workplace under the normal of range conditions
- This unit must be assessed with all other specialisation units chosen as part of a package at a particular Australian Qualifications Framework level

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to:
 - an appropriate workplace where assessment can take place
 - simulation of realistic workplace setting for assessment
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
 - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
 - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Context includes:

- Changing social context of work e.g. consumer centred approach, changing government and societal views of not-for-profit housing, approaches to working with clients/service users/members/tenants
- Economic context e.g. the current economic situation as it relates to and affects social housing and the subsequent impact on client needs
- Historical context of work e.g. changing role of social housing in the overall context of housing provision; changing approaches to working with clients/service users/members/tenants
- Political context e.g. government policies and initiatives affecting social housing work
- Statutory framework within which work takes place

Current issues include:

- Complex needs
- Disability
- Domestic and family violence
- Drug and alcohol issues
- Homelessness and risk of homelessness
- Housing availability and affordability
- Mental health
- Needs of migrants and recent arrivals

RANGE STATEMENT

Different models of work in the sector may include:

- Case management
- Community development and education
- Homelessness and crisis management (within confines of organisation policy and guidelines)
- Housing management
- Tenancy advice/advocacy
- Tenancy management
- Tenancy support

Stakeholders and representatives may include:

- Community organisations
- Consumers/service users/clients/members/tenants
- Government representatives and service providers
- Local community
- Management, colleagues, team members
- Peak bodies and networks in the sector

The underpinning values and philosophies of the sector may include:

- A holistic and consumer-centred approach
- A social justice perspective
- Commitment to empowering the client
- Commitment to meeting the needs and upholding the rights of consumers
- Community development approach
- Housing as a right not a privilege

A commitment to access and equity principles include:

- A non-discriminatory approach to all people using the service, their family and friends, the general public and co-workers
- Creation of a consumer oriented culture
- Ensuring the work undertaken takes account of and caters for differences including: cultural, physical, religious, economic, social

RANGE STATEMENT

Basic home fire safety includes knowledge of:

- Behaviour that may contribute to fire injury and/or fatality
- High fire risk groups
- Optimum placement of smoke alarms
- Referring client for smoke alarm installation and maintenance
- Role of a working smoke alarm
- Smoke alarm testing and cleaning
- Types of smoke alarms

Unit Sector(s)

Not Applicable