



Australian Government

Department of Education, Employment and Workplace Relations

CHCCH412C Manage housing allocations

Release: 1

CHCCH412C Manage housing allocations

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required for administration of housing allocation

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

1. Match resources to client needs

PERFORMANCE CRITERIA

- 1.1 Interview *client* to organisation standards to identify level of need
- 1.2 Conduct interviews in a manner which meets organisation requirements and standards
- 1.3 Assess client needs against the organisation's products and services
- 1.4 Advise client of outcome according to organisation procedures

ELEMENT**PERFORMANCE CRITERIA**

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|--|---|
| 2. Manage re-housing applications | 2.1 Conduct an interview to determine eligibility for re-housing |
| | 2.2 Review client's supporting documentation according to organisation procedures |
| | 2.3 Assess re-housing approvals to ensure they are in line with current guidelines |
| | 2.4 Advise clients of rehousing decision and appeals rights if declined |
| | 2.5 Offer alternative options to clients if rehousing is declined |
| | 2.6 Review eligibility |
| | 2.7 Document decision according to organisation procedures |
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| 3. Coordinate tenant relocation during redevelopment, decanting or emergency | 3.1 Liaise with client and <i>relevant agencies and community workers</i> to assess options |
| | 3.2 Identify client re-location options and assess client needs so accommodation needs can be met |
| | 3.3 Organise physical re-location in accordance with organisation policy and procedures |
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| 4. Implement <i>priority housing criteria</i> | 4.1 Identify critical elements of applications |
| | 4.2 Assess previous tenancy records |
| | 4.3 Make appropriate referrals to outside agencies according to organisation procedures |
| | 4.4 Record client outcomes in relation to organisation procedures |

Required Skills and Knowledge

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:

- Interview processes
- Cultural protocols and systems
- Communication and decision-making processes
- Relevant information management protocols
- Range of available and/or appropriate services
- Alternative 'Mutual Exchange' and the 'Mutual Exchange Register' or equivalent
- Factors and level of risk in relation to domestic violence issues and harassment
- Assessment processes to determine appropriate stock or bedroom category for household complement
- Review processes for eligibility according to organisation policy
- Asset management issues i.e. financial assets, budgetary constraints, exercising business judgement
- Processes to identify rehousing circumstances where direct, immediate relocation are required
- Alternative options such as mutual exchange, SRS, DRS subsidies, rental assistance scheme or referral to support agencies or equivalent

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Apply policies and procedures within the organisation
- Apply appropriate policies and legislative requirements at the Residential Tenancies Tribunal or equivalent
- Involve stakeholders in evaluation of organisation's policies in relation to housing allocation
- Apply computer systems, where available, particularly 'letting enquiry queue' to advise client of approximate waiting time in preferred area of choice
- Implement, where relevant, computer rehousing module or equivalent

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

REQUIRED SKILLS AND KNOWLEDGE

the identified work role

These include the ability to:

- Review and develop policy
- Interpret and analyse policies, guidelines and legislation
- Demonstrate the application of skills in:
 - interview techniques
 - negotiation, mediation and conflict resolution
 - highly developed written communication skills
 - effective verbal communication

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 should be assessed in the workplace or through a relevant simulation

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
 - a workplace where assessment can be conducted, or a realistic simulated workplace setting
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all aspects of 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.

Clients may include:

- New service users
- Existing service users seeking re-housing
- Clients of other housing services

Priority housing criteria may be based upon:

- Organisation policy or guidelines
- As directed by relevant departmental/funding guidelines

Relevant agencies and community workers include:

- Telstra
- Emergency services
- Gas company
- Removalists
- Welfare and community agencies
- Relevant government agencies/organisations

Unit Sector(s)

Not Applicable