

ASTH327

Provide support to customers to reduce the risk of homelessness



Overview

This standard is about supporting individuals to reduce the risk of them becoming homeless. Support provided could include one-to-one meetings, home visits, mediation and representation as well as facilitating and supporting customers in relationships with other organisations.

Some customers may be vulnerable whilst others will require lighter touch support.

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Performance criteria

- You must be able to:*
- P1 identify customers at risk of homelessness and assess their housing issues
 - P2 work with customers to enable them to understand their situation
 - P3 provide information, advice and guidance to vulnerable customers to reduce the risk of homelessness
 - P4 encourage customers to interact with other services which may be able to assist
 - P5 work with colleagues and other organisations where you are unable to meet the specific support needs of customers
 - P6 identify mediation or other initiatives necessary to prevent homelessness
 - P7 help customers to find a suitable housing solution
 - P8 monitor the needs of customers and ensure that any risk is effectively managed
 - P9 demonstrate respect for the views, choices and wishes of others
 - P10 provide up-to-date information, appropriate explanations and support to enable customers to understand their rights and responsibilities
 - P11 carry out work in accordance with prescribed codes of conduct and recognised good practice
 - P12 carry out actions which are consistent with your organisational and statutory requirements
 - P13 record and report on actions, processes and outcomes, within confidentiality guidelines and according to organisational and statutory requirements

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Knowledge and understanding

You need to know and understand:

- K1 how to identify customers at risk of homelessness
- K2 how to identify when customers need a greater degree of support
- K3 how to assess the support needs of customers
- K4 the full range of tools and support mechanisms available
- K5 housing options available to customers
- K6 how the customer's short, medium and long-term goals, needs and circumstances affect their options
- K7 legal obligations, standards and codes of practice applicable to the scope of your work
- K8 the roles, responsibilities, accountability and duties when preventing homelessness
- K9 organisational procedures for equality, health and safety, confidentiality and information sharing
- K10 how to use various questioning and communication methods to ensure clear, focused discussion and establish a common understanding of agreed outcomes and actions
- K11 ways in which the different personal circumstances of customers affect the services that are likely to be required and the approach you need to take
- K12 how to manage dilemmas and conflicts when supporting customers
- K13 how different principles, priorities and codes of practice can affect partnership working
- K14 how to form relationships that promote the individual's rights, choices and wellbeing
- K15 ways that organisational values may differ from those of the individuals and key people you are working with
- K16 key government initiatives which affect your area of work
- K17 how and where to access literature, information and support to inform your practice
- K18 the importance of complying with recognised good practice
- K19 factors affecting the capacity of your organisation to always fully meet customer expectations
- K20 the extent and limits of your own competence, expertise and authority and the importance of not working beyond these

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