
Overview

This standard is about supporting customers 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.

Performance criteria

You must be able to:

1. identify customers at risk of homelessness and assess their housing needs
2. work with customers to enable them to understand their situation
3. provide information, advice and guidance, and support to customers to reduce the risk of homelessness
4. support customers to interact with other services which may be able to assist
5. work with relevant colleagues and organisations where you are unable to meet the specific support requirements of customers
6. identify mediation or other initiatives required to prevent homelessness
7. assist customers to find a suitable housing solution
8. monitor the requirements of customers and confirm that any risk is managed
9. undertake actions in accordance with your organisational and legal requirements
10. record and report on actions, processes and outcomes, according to organisational requirements and the relevant data protection legislation

Knowledge and understanding

You need to know and understand:

1. how to identify customers at risk of homelessness
2. how to identify when customers require more support
3. how to assess the support requirements of customers
4. your organisation's tools and support mechanisms available to provide support to customers to reduce the risk of homelessness
5. the housing options available to support customers
6. how the customer's goals and requirements affect their options
7. the relevant legal obligations, standards and codes of practice applicable to the scope of your work
8. the relevant organisational procedures and legislation for equality and diversity, and health and safety
9. how your organisation must comply with the relevant data protection legislation
10. how to use relevant questioning and communication methods to enable discussion and establish a common understanding of agreed outcomes and actions
11. how different principles, priorities and codes of practice can affect partnership working
12. how to form relationships that promote the individual's rights, choices and wellbeing
13. the UK and devolved government initiatives which affect your area of work
14. how and where to access literature, information and support to inform your practice
15. the limits of your own responsibilities and the consequences of operating outside these limits

Developed by	Instructus
Version Number	1
Date Approved	March 2019
Indicative Review Date	January 2024
Validity	Current
Status	Original
Originating Organisation	Instructus
Original URN	ASTH327
Relevant Occupations	Assistant Portfolio Manager (without portfolio); Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator
Suite	Housing
Keywords	property; investigating; dealing; breaches; accommodation; tenancy; licence; leaseholder; agreements; customers; documentation; safety; support; legislation; equality; diversity; safe; organise; support; individuals; reduce; risk; homeless; meetings; home