

Overview

This standard outlines the requirements when you promote access to housing and accommodation services. This involves supporting individuals to identify and access suitable housing and accommodation services. It also includes working with housing and accommodation services to meet the preferences and needs of individuals and working together to evaluate the services provided.

Performance criteria

You must be able to:

1. establish consent and access information on the current housing and accommodation situation of individuals
2. work in partnership with individuals and others to identify housing and accommodation services to meet their preferences and needs
3. work in partnership with individuals and others to access information on housing and accommodation services
4. encourage and support individuals and others to review and identify their preferences from available options
5. support individuals to identify any challenges that may impact the housing and accommodation services they require
6. work in partnership with individuals and others to select housing and accommodation services
7. encourage and support individuals and others to engage with and access housing and accommodation services
8. provide housing and accommodation services with relevant information on individuals
9. work in partnership with individuals and others to feedback if their preferences and needs have been met, and identify and address any changes
10. complete records and reports required for housing and accommodation services
11. reflect on how you carried out your roles and responsibilities to promote access to housing and accommodation services

Knowledge and understanding

You need to know and understand:

1. the relationship between housing and the wellbeing of individuals
2. the nature of the housing sector and the duties of local authorities to support individuals to access housing
3. the different types of housing and accommodation that are available and how to access these
4. how to support the housing and accommodation preferences and needs of individuals
5. the influence of neurodivergence and additional needs on the selection of housing and accommodation services
6. the influence of culture and background on the housing and accommodation services accessed
7. the challenges and issues individuals may experience when accessing housing and accommodations services
8. the importance of dignity, kindness and compassion when supporting individuals to access housing and accommodation services
9. how to support emotional regulation when accessing housing and accommodation services
10. how to apply trauma informed principles to support individuals to access housing and accommodation services
11. the financial support available to assist individuals with housing and accommodation
12. how to use digital tools and devices to promote access to housing and accommodation services
13. how to review and evaluate information about housing and accommodation services
14. the records and reports required to access housing and accommodation services
15. theories relevant to promoting access to housing and accommodation services
16. the relevant legal requirements, standards of practice, frameworks and guidance for promoting access to housing and accommodation services
17. the workplace requirements on equality, diversity, inclusion, and rights when promoting access to housing and accommodation services
18. how to work in partnership with others to promote access to housing and

accommodation services

19. how your personal experiences and unconscious bias may impact when promoting access to housing and accommodation services, and how to address this

20. the role of supervision, reflective practice and learning and development in promoting access to housing and accommodation services

Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

HSCCLD321

Promote access to housing and accommodation services



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