

Target Audience

Housing Support Teams who are providing direct care and support or customer facing roles.

This course has been designed to raise awareness of the issues surrounding homelessness and its impact on people affected by it. It will provide learners with a clear understanding of the potential impact, not only on the person, but also the impact and cost on the rest of society. The course aims to increase learners' confidence in facilitating effective and holistic support to those in need of advice and assistance. Through discussion, the course will demystify what can be considered a complex process and identify ways to manage all issues surrounding homelessness.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, questionnaires, interactive polls, scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ The Housing Act 2008
- ◆ The Care Act 2014
- ◆ Leaving Care Act 2000
- ◆ Crisis Document – Everybody In – How to end homelessness

Course Content

- ◆ The impact of homelessness
- ◆ Issues impacting on the homeless
- ◆ Youth homelessness
- ◆ Person-centred support for people
- ◆ Solution focused methodologies
- ◆ Recent developments in legislation

Learning Outcomes

After attending this course, learners will be able to:

- ◆ State the impact of homelessness
- ◆ List issues impacting on the homeless
- ◆ Describe who is affected by youth homelessness
- ◆ State how to provide person-centred support for a person affected by homelessness
- ◆ Explain what solution focused methodologies are
- ◆ State the recent developments in legislation

Duration: 3 Hours