National Homelessness Skills Framework × aneemo Course Mapping

Source: Informed by Homeless Link NHSF (March 2026)aneemo course catalogue (June 2026) |Prepared by aneemo

27 NHSF Competency Areas	23 Fully covered by aneemo	3 Partial / Coming Soon	24 aneemo courses m apped	Roles						

Level	Category	NHSF Equivalent Competency Area	Description	aneemo Course(s)	Topic Tag	Coverage	Volunteer / Trainee / Peer worker	Day Centre / Activity Worker	Housing Officer / Estates	Support Worker (Complex needs worker/ housing / outreach / Housing First / Tenancy Sustainment)	Specialist (Substance Use / Therapist / Counsellor)	Manager / Team Leader
ESSENTIAL — Required for all frontline roles												
Essential	Knowledge	**Understanding Homelessness**	Causes, types, and lived experiences of homelessness including rough sleeping, hidden homelessness, and multiple disadvantage	Piece of the PIE; Trauma Informed Approaches; Improving Access to Services for Clients Experiencing Multiple Disadvantage [FREE] Rough Sleeping Mental Health Awareness [FREE]	Client Group Needs / Free	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Knowledge	**Trauma Awareness and Trauma Informed Care**	Understanding the impact of trauma on behaviour, engagement, and mental health for people experiencing homelessness	Trauma Informed Approaches	Trauma Informed Foundations	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Knowledge	**Safeguarding Adults**	Legal duties, recognition of abuse and neglect, and reporting procedures for vulnerable adults. Including Modern Slavery and other forms of risk and safeguarding concern.	Safeguarding Adults An Introduction to Safeguarding Adults for Volunteers & Temporary Staff [£10]; Improving Access to Services for Clients Experiencing Multiple Disadvantage [FREE]	Positive Risk & Safety	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Knowledge	**Safeguarding Children**	Child protection responsibilities for workers whose services may encounter families or young people	Safeguarding Children	Positive Risk & Safety	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Knowledge	**Mental Health Act and Mental Capacity Act**	Awareness of core legislation related to mental health and capacity.	Rough SIpeeing MH Awareness Training (FREE); Mental Health Skills; Improving Access to Services for Clients Experiencing Multiple Disadvantage [FREE]	Positive Risk & Safety	✓Covered			✓	✓	✓	✓
Essential	Knowledge	**Professional Boundaries**	Maintaining appropriate professional relationships; understanding disclosure and confidentiality	Boundaries and Disclosure	Therapeutic & Support Skills	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Knowledge	**Person-Centred & Strengths-Based Approaches**	Placing the individual at the centre of support; building on strengths rather than deficits	Strengths Based Approaches; Solution Focussed Approaches to Support Work	Therapeutic & Support Skills	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Knowledge	**Equality, Diversity & Inclusion**	Understanding protected characteristics; culturally sensitive practice; anti-discriminatory approaches	Working Positively with Risk and Safety; Mental Health Skills; Working with Women; De-escalation Training; Safeguarding Adult; Safeguarding Children; Rough SIpeeing MH Awareness (Free)	Client Group Needs	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Skills	**Risk, Risk Assessment & Safety Planning**	Identifying risks, including self-harm and suicide, triggers, and warning signs; completing accurate risk assessments; safety planning with individuals	Working Positively with Risk and Safety; Mental Health Skills; Working with Women; De-escalation Training; Safeguarding Adult; Safeguarding Children; Rough SIpeeing MH Awareness (Free)	Positive Risk & Safety	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Skills	**Support Planning & Keyworking**	Developing, reviewing, and updating person-centred support plans; effective keyworking meetings	Solution Focussed Approaches to Support Work Strengths Based Approaches; Positive Behavioural Support: Managing Behaviours that Challenge;	Therapeutic & Support Skills	✓Covered		✓		✓	✓	✓
Essential	Skills	**Communication & Relationship-Building**	Building rapport, active listening, non-verbal communication; engaging people who are in crisis or disengaged	Trauma Informed Approaches; Piece of the PIE; Motivational Interviewing Attachment in Action Compassion Focussed Ways of Working; Working with Women; Strengths-based Approaches	Therapeutic & Support Skills	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Skills	**Managing Challenging Behaviour & De-es**	Responding safely and therapeutically to behaviours that challenge; understanding the function of behaviour. Verbal and non-verbal techniques for reducing conflict and managing crisis situations safely.	Positive Behavioural Support: Managing Behaviours that Challenge De-escalation Training	Positive Risk & Safety	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Behaviours	**Professional Resilience & Self-Care**	Recognising and managing vicarious trauma; maintaining personal wellbeing; preventing burnout	Staff Self-Care and Wellbeing; Trauma Informed Approaches; Trauma Informed Leadership; Supervision Skills	Trauma Informed Foundations	✓Covered	✓	✓	✓	✓	✓	✓
Essential	Behaviours	**Empathy & Non-Judgmental Practice**	Demonstrating compassion and unconditional positive regard; suspending judgement; understanding without excusing	Compassion Focussed Ways of Working; Motivational Interviewing Trauma Informed Approaches; Piece of the PIE; Working with Women	Trauma Informed Foundations	✓Covered	✓	✓	✓	✓	✓	✓

Essential	Behaviours	**Reflective Practice**	Using supervision and reflection to develop practice; learning from experience; professional accountability	Supervision Skills; Piece of the PIE; Trauma Informed Approaches; Staff Self-Care and Wellbeing	Managers & Leadership / Trauma Informed Foundations	✓Covered	✓	✓	✓	✓	✓	✓
ADDITIONAL — Specialist knowledge & skills for specific roles												
Additional	Knowledge	**Psychologically Informed Environments (PIE)**	Principles of PIE; creating environments that support psychological safety and recovery at an organisational level	Piece of the PIE	Trauma Informed Foundations	✓Covered		✓		✓	✓	✓
Additional	Knowledge	**Mental Health Knowledge**	Common mental health conditions; trauma-mental health links; supporting access to mental health services	Mental Health Skills Training Rough Sleeping Mental Health Awareness [FREE]	Client Group Needs	✓Covered		✓		✓	✓	✓
Additional	Knowledge	**Substance Use**	Understanding dependency, withdrawal, and harm reduction; working alongside drug and alcohol services	Understanding and Working with Substance Use; Working with Women	Client Group Needs	✓Covered				✓	✓	✓
Additional	Knowledge	**Attachment Theory**	How early attachment experiences shape adult relationships and engagement with services; implications for practice	Attachment in Action; Working with Women; Piece of the PIE; Rough Sleeping Mental Health Awareness [FREE]	Therapeutic & Support Skills	✓Covered				✓	✓	✓
Additional	Knowledge	**Multiple Disadvantage & Complex Needs**	Co-occurring needs: homelessness, mental health, substance use, offending, trauma; coordinated responses	Improving Access to Services for Clients Experiencing Multiple Disadvantage [FREE]; Piece of the PIE; Rough Sleeping Mental Health Awareness [FREE]; Trauma Informed Approaches	Free / Client Group Needs	✓Covered		✓		✓	✓	✓
Additional	Knowledge	**Criminal Justice & Offending**	Understanding offending pathways; working with probation and criminal justice system; desistance-informed approaches	Working with People Who Commit Offences	Client Group Needs	✓Covered				✓	✓	✓
Additional	Knowledge	**Gender-Specific & Population Needs**	Trauma-informed support for women; gender-responsive practice; specific population considerations	Working With Women With Complex Needs, Working with People Who Commit Offences	Client Group Needs	✓Covered				✓	✓	✓
Additional	Knowledge	**Brain Injury & Cognitive Impairment**	Acquired brain injury prevalence in homeless populations; adapting communication and support approaches	Working with Brain Injury in Populations Experiencing Multiple Disadvantage	Client Group Needs	✓Covered				✓	✓	✓
Additional	Skills	**Motivational Interviewing**	MI techniques for building motivation and supporting behaviour change; OARS framework in practice	Motivational Interviewing	Therapeutic & Support Skills	✓Covered				✓	✓	✓
Additional	Skills	**Solution-Focused Practice**	Solution-focused brief therapy techniques applied to support work and keyworking conversations	Solution Focussed Approaches to Support Work	Therapeutic & Support Skills	✓Covered				✓	✓	✓
Additional	Skills	**Compassion-Focused Practice**	Applying compassion-focused therapy principles to frontline support work; self-compassion for workers	Compassion Focussed Ways of Working	Therapeutic & Support Skills	✓Covered				✓	✓	✓
Additional	Skills	**De-Escalation**	Verbal and non-verbal techniques for reducing conflict and managing crisis situations safely	De-escalation Training; Positive Behaviour Change	Positive Risk & Safety	✓Covered	✓	✓	✓	✓	✓	✓
MANAGEMENT & LEADERSHIP — For service managers, team leaders, and supervisors												
Management	Leadership	**Trauma-Informed Leadership**	Leading teams in trauma-exposed environments; modelling trauma-informed culture; supporting staff psychologically as a leader	Trauma Informed Leadership	Managers & Leadership	✓Covered						✓
Management	Leadership	**Supervision Skills**	Providing effective, reflective, and supportive supervision to frontline staff; managing vicarious trauma in teams	Supervision Skills	Managers & Leadership	✓Covered						✓