



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHC52208 Diploma of Community Services Coordination**

**Release: 1**

## CHC52208 Diploma of Community Services Coordination

### Modification History

Not Applicable

### Description

This qualification addresses work across the community sector, in organisations involved in community work, community development and community care services and volunteer programs, in a range of settings such as residential facilities, group homes, community agencies and government departments.

These workers:

- apply knowledge and skills gained through qualifications or previous experience to resolve problems within organisation guidelines
- coordinate specific programs and/or projects and supervise and/or coordinate a limited number of lower classified workers or volunteers and report to service managers
- may undertake a first line management role.

It is expected that, in addition to coordination or management electives, relevant units applicable to these specific services would be selected as electives as appropriate, particularly for smaller organisations.

**Occupational titles** may include:

- Coordinator
- Coordinator, volunteer programs
- Manager of volunteers
- Program or service manager
- Service or program coordinator
- Supervisor
- Team leader
- Unit manager

### Pathways Information

Not Applicable

### Licensing/Regulatory Information

Not Applicable

## Entry Requirements

### Entry requirements

To gain entry into *CHC52208 Diploma of Community Services Coordination* candidates need to have previous work experience in the community sector in a job role that involved:

- self-directed application of knowledge
- exercise of independent judgement and decision-making, and
- a range of technical and other skills.
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## Employability Skills Summary

Refer to the Topic: **Introduction to the Employability Skills Qualification Summaries**

## Packaging Rules

### PACKAGING RULES

14 units are required for award of this qualification including:

- 7 core units
- 7 elective units

A wide range of elective units is available, including:

- Group A electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

### Core units

CHCADMIN508B Manage limited budgets and financial accountabilities

CHCCOM504A Develop, implement and promote effective workplace communication

CHCCS502B Maintain legal and ethical work practices

CHCCS505A Provide supervision support to community sector workers

CHCCS513B Maintain an effective community sector work environment

CHCINF505C Meet statutory and organisation information requirements

HLTOHS401A Maintain workplace OHS processes

**The importance of culturally aware and respectful practice**

All workers undertaking work in the community sector need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

### **Group A electives - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or more of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

PSPMNGT605B Manage diversity

### **Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following list of electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

BSBSUS501A Develop workplace policy and procedures for sustainability

CHCAC416A Facilitate support responsive to the specific nature of dementia

CHCAD402D Support the interests, rights and needs of clients within duty of care requirements

CHCCOM403A Use targeted communication skills to build relationships

CHCCS426A Provide support and care relating to loss and grief

CHCCS427A Facilitate adult learning and development

CHCCS503A Develop, implement and review services and programs to meet client needs

CHCCS512B Develop a service delivery strategy

CHCES502B Research and report on labour market information

CHCES511A Manage contracted employment services

CHCHC401B Coordinate and monitor home based support

CHCICS409A Recognise and respond to suspected abuse of vulnerable people

CHCINF407D Meet information needs of the community

CHCINF408C Comply with information requirements of the aged care and community care sectors

CHCNET501B Work effectively with other services and networks

CHCNET503C Develop new networks

CHCORG405D Maintain an effective work environment

CHCORG406B Supervise work

CHCORG423B Maintain quality service delivery

CHCORG428A Reflect on and improve own professional practice

CHCORG501B Facilitate workplace change and innovation

CHCORG506D Coordinate the work environment

CHCORG525D Recruit and coordinate volunteers

CHCORG607C Manage workplace issues

CHCORG610B Manage change in a community sector organisation

CHCORG611B Lead and develop others in a community sector workplace

CHCPA402B Plan for and provide care services using a palliative approach

<u>CHCSD512C</u>	<u>Act as a resource to workers</u>
<u>HLTFA301C</u>	<u>Apply first aid</u>
<u>HLTFA402C</u>	<u>Apply advanced first aid (Note pre-requisite HLTFA301C)</u>
<u>SRXGOV004B</u>	<u>Work effectively with the Board of an organisation</u>
<u>TAEDEL402A</u>	<u>Plan, organise and facilitate learning in the workplace</u>
<u>BSBWOR403A</u>	<u>Manage stress in the workplace</u>

The following grouping of electives is provided to guide selection relating to identified areas of work. Electives may be selected from one or more groups.

### **Program management**

CHCCS503A Develop, implement and review services and programs to meet client needs

### **Managers transferring into the community services industry**

CHCCD516A Work within organisation and government structures to enable community development outcomes

CHCORG423B Maintain quality service delivery

### **Volunteer management**

CHCAD504A Provide advocacy and representation services

CHCORG525D Recruit and coordinate volunteers

CHCORG611B Lead and develop others in a community sector workplace

PSPGOV517A Coordinate risk management

PSPMNGT605B Manage diversity

SRCCRD005B Apply the principles and issues of volunteering

### **Working with older people**

CHCAC317A Support older people to maintain their independence

CHCAC318B Work effectively with older people

CHCAC417A Implement interventions with older people at risk of falls

CHCAC507D Plan and monitor service delivery plans

CHCINF408C Comply with information requirements of the aged care and community care sectors

### **Family day care coordination**

CHCAL523D Manage home based care administration requirements

CHCSD512C Act as a resource to workers

### **Nanny/household management**

CHCPR510B Design, implement and evaluate programs and care routines for children

### **Child protection work**

CHCCHILD401A Identify and respond to children and young people at risk

CHCCHILD505B Work effectively in child protection and out of home care for children and young people

### **Youth work**

CHCYTH401B Engage respectfully with young people

CHCYTH402B Work effectively with young people in the youth work context

CHCYTH506A Provide services for young people appropriate to their needs and circumstances

### **Community development work**

CHCCD401D Support community participation

CHCCD412B Work within a community development framework

CHCCD516A Work within organisation and government structures to enable community development outcomes

**Disability services**

CHCDIS301B Work effectively with people with a disability

CHCDIS410A Facilitate community participation and inclusion

CHCDIS507C Design and adapt surroundings to group requirements

**Mental health work**

CHCMH301B Work effectively in mental health

CHCMH402A Apply understanding of mental health issues and recovery processes

CHCMH411A Work with people with mental health issues

**Alcohol and other drugs work**

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Employment services**

CHCES311B Work effectively in employment services

CHCES415A Monitor and improve contracted employment services

CHCES511A Manage contracted employment services

**Settlement work**

CHCSW401A Work effectively with forced migrants

CHCSW402A Undertake bicultural work with forced migrants in Australia

**Social housing electives**

CHCCH301B Work effectively in social housing

CHCCH427A Work effectively with people experiencing or at risk of homelessness

**Unit Grid**

BSBSUS501A Develop workplace policy and procedures for sustainability

BSBWOR403A Manage stress in the workplace

CHCAC317A Support older people to maintain their independence

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CHCCS427A Facilitate adult learning and development  
CHCCS502B Maintain legal and ethical work practices  
CHCCS503A Develop, implement and review services and programs to meet client needs  
CHCCS505A Provide supervision support to community sector workers  
CHCCS512B Develop a service delivery strategy  
CHCCS513B Maintain an effective community sector work environment  
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CHCDIS410A Facilitate community participation and inclusion  
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CHCES415A Monitor and improve contracted employment services  
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CHCINF407D Meet information needs of the community  
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CHCMH402A Apply understanding of mental health issues and recovery processes  
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HLTHIR403C Work effectively with culturally diverse clients and co-workers  
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