



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS314B Deliver services to meet personal needs of clients

Release: 1

CHCCS314B Deliver services to meet personal needs of clients

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to undertake assessments of clients needs and match to services available

Application of the Unit

Application

This unit may apply to service delivery in a range of community service contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Assess client needs to ensure they can be met

PERFORMANCE CRITERIA

- 1.1 Use appropriate language and interpersonal skills to ensure the diverse needs of *clients* are identified
- 1.2 Employ appropriate mechanisms to ensure that all relevant client information is collected
- 1.3 Seek additional information from specialists as required to assist in assessment of clients
- 1.4 Ensure all dealings with clients are consistent with organisation standards and practices
- 1.5 Record and store information collected in accordance with organisation procedures
- 1.6 Document information about client needs in accordance with accepted organisation procedures to enable professional decisions about provision of relevant services to best address client needs
- 1.7 Assess client information for *complexity*, urgency and eligibility to identify priorities for service delivery
- 1.8 Provide clients with all relevant information about the range of services required and available to them
- 1.9 Base decisions about client needs on full range of available relevant information

ELEMENT

2. Identify and provide for the delivery of services to meet client needs

PERFORMANCE CRITERIA

- 2.1 Identify services which match to client needs from within and outside the organisation
- 2.2 Establish and maintain relevant *networks* to ensure referral of clients to appropriate services
- 2.3 Assist clients to access targeted services from within and outside the organisation
- 2.4 Provide clients with information about the services available to them in accordance with organisation procedures
- 2.5 Work within scope of responsibility, to ensure clients have access to services that meet their needs
- 2.6 Ensure decisions about targeting *client services* are based on up to date information about the client and available services
- 2.7 Identify own limitations in assessing and addressing client needs and, where appropriate, seek assistance from colleagues, senior staff and experts in the area
- 2.8 Make appropriate referrals to specialist services based on the assessment of client needs

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Legislative requirements and provisions relevant to area of service delivery and delegated responsibility
- Accepted organisation procedures, systems and practice for client assessment and allocation of services
- Accepted practices for delivery of services to particular clients
- Issues affecting particular client groups including:
 - income/economic
 - health
 - social
 - community support and interaction
 - education and training
 - employment
 - impact of assessment
 - client needs
 - local services available for clients

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Administer organisations' instruments and mechanisms to assess client needs
- Select appropriate services from a range of services provided by the organisation to match client needs
- Select from other services available in the broader community to address client needs
- Develop and maintain appropriate networks
- Provide referrals to relevant organisations or providers of specialist services

REQUIRED SKILLS AND KNOWLEDGE

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Apply oral communication skills required to develop rapport with client
 - oral communication skills may include listening, asking questions, providing encouragement
 - language used may be English, sign language or community language depending on client group
- Apply literacy competency required to fulfil the procedures of the organisation/service
Language used may be English or community language depending on service/organisation
- Demonstrate application of skills in:
 - high level interpersonal skills
 - analysis and judgement
 - risk management

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment must include a number of clients

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to relevant workplace or simulated realistic workplace setting where assessment may take place
- Method of assessment:*
- Assessment may include observations, questioning or evidence gathered from the workplace

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

RANGE STATEMENT

Clients include:

- Individual members of the public
- Referred or self referred
- People with specific needs seeking access to services

Language and interpersonal skills include:

- Means for communicating with people with disabilities or where English is not the first language
- Means for communication with people in particular communities
- Communication with different age and gender groups

Client services include:

- Income, financial and community support services
- Employment services
- Access to recreation services
- Care and support services
- Transport and communication services

Complexity includes:

- Combinations of physical, social , economic and personal factors

Information collection mechanisms include:

- Interviews with clients, family, significant others and carers
- Questionaries
- Applications and other forms
- Case documentation
- Using specialist communicators
- Classification tools
- Information from professionals including medical reports
- Information from service providers

Networks include:

- Specialist providers in the community services and health areas including physical assessments
- Specialist services to assist communication with client and identification of their needs
- Providers of any of the identified client services required by clients of the organisation

Unit Sector(s)

Not Applicable