CHCCCS039 Coordinate and monitor home-based support

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate and monitor the delivery of home-based support services.

This unit applies to workers in a community services context. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Client Care and Support

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish and maintain relationship.	1.1. Communicate in a manner that develops and maintains trust, respecting cultural sensitivities and individual differences.
	1.2. Maintain the person's privacy and confidentiality of information according to legal and ethical considerations and organisational policy and procedures.
	1.3. Support the interests, rights and decision-making of the person in all dealings.
	1.4. Provide the person with information regarding their rights and the organisation's responsibilities, service guidelines and costs and confirm understanding.

2. Determine the person's needs.	2.1. Work with the person to confirm their goals, capacities and support needs.
	2.2. Confirm support requirements based on discussion with the person, previous assessments and current individualised plan.
	2.3. Communicate with the person to gather information relevant to the person's support requirements and recognise indicators where additional information might be required.
	2.4. Work respectfully with the person to confirm language, cultural or religious practices which may require changes in work practices by support workers.
	2.5. Complete, maintain and store documentation according to organisational policies and procedures.
3. Determine safety requirements for providing support.	3.1. Consult with the person to identify hazards in the home environment that would present risk to the person or the support worker.
	3.2. Determine and implement actions to minimise risk in collaboration with the person.
	3.3. Support the person to address the hazard and control risks, where the risk is outside the scope of own job role or organisation's role.
	3.4. Complete, maintain and store documentation according to organisational policies and procedures.
4. Allocate support staff.	4.1. Review requirements and select support worker with the desired skills and attributes to meet the person's requirements.
	4.2. Provide support worker with necessary details to support the person and work safely in the person's home.
	4.3. Confirm worker's understanding of organisational policies and procedures, record keeping requirements, duty of care, work health and safety (WHS) and other legislative requirements.
	4.4. Discuss job role boundaries with worker and confirm understanding.
	4.5. Confirm requirement for up-skilling and record and refer for further training or support.
	4.6. Communicate with the person to confirm the allocation of support worker and provide details.
5. Monitor support services.	5.1. Consult with the person to determine and record progress against identified goals, needs and individualised plan.
	5.2. Provide opportunities for the person to raise issues and concerns with support provision.
	5.3. Determine strategies to address and resolve concerns and

issues in collaboration with the person.

5.4. Address concerns with the support worker and respond to the person with outcomes and resolution.

Foundation Skills

Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CHCHCS002 Coordinate and monitor home based support.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53