CHCCSS001 Work effectively in Community Safety Services

Release: 1

CHCCSS001 Work effectively in Community Safety Services

Modification History

No equivalent unit.

Application

This unit describes the performance outcomes, skills and knowledge required to work in a community safety services role. People work in these contexts using effective communication and knowledge of communities and cultural contexts, job roles, role responsibilities and organisational procedures to complete their work activities.

Community safety services workers are generally drawn from local communities because of their connections to local communities, fluency in a specific language, family and kinship relationships within the community, knowledge of and respect for traditional culture, and capacity to interact in the wider community.

This unit applies to individuals working under the supervision and guidance of others in community safety services roles in Australia.

The skills in this unit must be applied in accordance with Commonwealth and State or 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

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. Prepare for work in community safety services.	1.1. Identify the context of and need for community safety services in Australian communities.
	1.2. Identify the role and responsibilities of community safety services and their importance to own job role.
	1.3. Identify the importance of cultural protocols in delivery of community safety services.
	1.4. Identify the role of other service providers in communities which support community safety.

2. Model high standards of personal performance, ethics and integrity.	2.1. Role model organisational performance standards for other workers and the community.
	2.2. Practise personal and professional integrity to engender confidence and respect.
	2.3. Demonstrate respect for cultural values and community protocols when undertaking work tasks.
3. Work within organisational requirements.	3.1. Obtain, interpret and comply with organisational policies and procedures according to own job role.
	3.2. Seek advice and information from supervisor to ensure full understanding of organisational requirements.
	3.3. Use designated lines of internal and external communication, referral and reporting.
	3.4. Complete workplace forms and other documentation according to organisational policies and procedures.
	3.5. Follow organisational policies and procedures to ensure personal safety of self, the person, colleagues and others.
	3.6. Identify and comply with all security and emergency procedures relevant to own work role.
4. Use effective communication protocols and skills.	4.1. Follow organisational policies and procedures in communication with colleagues, community members and other service providers.
	4.2. Use communication techniques to avoid, defuse and resolve conflict situations.
	4.3. Refer situations that continue to escalate and situations that remain unresolved according to organisational policies and procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed *below*.

SKILLS	DESCRIPTION
Oral communication skills to:	• ask open and closed questions and actively listen to seek information and confirm understanding • convey information relevant to routine service delivery functions.

Self-management skills to:	• follow directions and take action according to organisational policies and procedures.
Technology skills to:	• use digital technology relevant to routine workplace tasks.

Unit Mapping Information

No equivalent unit.

Links

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