Australian Government

CHCMGT006 Coordinate client directed services

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. New unit.

Application

This unit describes the skills and knowledge required to coordinate and monitor the implementation of services to clients.

Workers at this level are team leaders responsible for consulting with clients to obtain agreement regarding service options and coordinating all aspects of service provision.

This unit applies to a range of health and community service environments providing client directed care and support.

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria specify the performance needed to demonstrate achievement of the element*
1. Prepare for client meeting	1.1 Ensure reference and promotional material is updated on a regular basis to support the communication process
	1.2 Access client information to determine service options and availability
	1.3 Prepare promotional material and/or written service proposal for presentation to client
2. Discuss service options with client	2.1 Discuss client preferences, needs, expectations and previous experiences regarding service provision

ELEMENT	PERFORMANCE CRITERIA
	2.2 Present to client accurate information on support options and a proposal for service provision which is tailored to client's specific needs and preferences
	2.3 Promote benefits of organisation to client and respond to queries in an accurate and positive manner
	2.4 Develop and present a financial plan covering service fees and costs tailored to the client's preferences and budget
	2.5 Ensure that complaints and feedback avenues are explained to the client
	2.6 Determine and discuss follow up requirements
	2.7 Negotiate the service agreement and complete in accordance with client requirements, organisation procedures and code of ethics
3. Communicate with support staff and other service providers	3.1 Communicate and agree on service requirements with support staff and other service providers to support efficient service implementation
	3.2 Ensure that service plans reflect identified goals and needs to achieve the required outcomes
	3.3 Maintain, evaluate and review service plans against requirements on a regular planned basis
	3.4 Collaborate with all stakeholders to determine future requirements to meet changing needs or preferences of clients
	3.5 Ensure that changes to service provision are agreed and authorised by all relevant parties
4. Manage ongoing requirements of client load	4.1 Develop and implement strategies to retain clients and build loyalty
	4.2 Obtain and act on feedback from clients regarding satisfaction with all aspects of service provision
	4.3 Obtain and act on feedback from service providers on progress of clients
	4.4 Use feedback to evaluate service provision and make recommendations to organisation
	4.5 Identify opportunities for continuous improvement and implement in accordance with organisation

ELEMENT	PERFORMANCE CRITERIA
	procedures and boundaries of role
	4.6 Meet statutory and organisation documenting and reporting requirements

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

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

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