CHC20108 Certificate II in Community Services

Modification History
Not Applicable
Description

This qualification may be used as a pathway qualification into community services work and may apply specifically to:

- Workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services, or
- Workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

Workers at this level:

- May provide assistance and support to clients accessing a service or experiencing issues such as alcohol and/or other drug issues
- Assist people in meeting their immediate needs e.g. by providing shelter and food
- Provide short-term contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate
- May provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance
- Report directly to a supervisor and are not responsible for other workers.

These positions may have direct contact with clients, identify presenting needs and refer to appropriate services and support.

This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.

Occupational titles may include:

- Assistant community services workers
- Care service employee
- Contact officers
- Customer service staff
- Domestic assistant
- Gardener/grounds person
- Home helper
- Housekeeping assistant
- Laundry assistant
- Night/community patrol workers
- Personal care assistant
- Provision of emergency relief
- Reception/front desk staff
- Support worker

Pathways Information

Not Applicable
Licensing/Regulatory Information
Not Applicable

Entry Requirements
Not Applicable
Employability Skills Summary

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

Packaging Rules

<table>
<thead>
<tr>
<th>PACKAGING RULES</th>
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<tbody>
<tr>
<td>11 units are required for award of this qualification including:</td>
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<tr>
<td>• 5 core units</td>
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<tr>
<td>• 6 elective units</td>
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A wide range of elective units is available, including:

- 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, up to 2 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

Packaging to address identified work roles:

- Some industry sectors have identified certain electives recommended for specific areas of work
- These electives are included in the table below

Core units
CHCCS211A Prepare for work in the community sector
CHCCOM201C Communicate with people accessing the services of the organisation
CHCOR201B Follow policies, procedures and programs of the organisation
CHCOR202C Work with others
AND one only of the following units:
HLTOHS200B Participate in OHS processes
OR
CHCOHS312B Follow safety procedures for direct care work

The importance of culturally aware and respectful practice
All workers undertaking work in community services 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.

Relevant electives
Electives are to be selected in line with specified Packaging Rules. Relevant electives are listed below. Employers may specify that certain electives are required to address specific workplace needs.
Electives recommended for specific areas of work are shown in the following table.

<table>
<thead>
<tr>
<th>Elective groups shown in this table</th>
<th>Children's services</th>
<th>Parent help services</th>
<th>Emergency relief services</th>
<th>Support services</th>
<th>First point of contact</th>
<th>Settlement work</th>
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- CHCAC318B Work effectively with older people **OR**
- CHCDIS301B Work effectively with people with a disability
- CHCADMIN201D Undertake basic administrative duties
- CHCCN301B Ensure the health and safety of children
- CHCCOM201C Communicate with people accessing the services of the organisation
- CHCCOM302C Communicate appropriately with clients and colleagues
- CHCCS200D Deliver service to clients
- CHCCS308B Provide first point of contact
- CHCCS401B Facilitate responsible behaviour
- CHCCS411B Work effectively in the community sector
CHCCS421A
Undertake community sector work within own community

CHCER301A Deliver emergency relief services

CHCFC301A Support the development of children

CHCIC201B Communicate with children

CHCPR301B Provide experiences to support children's play and learning

CHCRF301E Work effectively with families to care for the child

CHCYTH301E Work effectively with young people

HLTCSD306C Respond effectively to difficult or challenging behaviour

HLTIN301C Comply with infection control policies and procedures

**Additional electives**

CHCAC316C Provide food services

CHCAC317A Support older people to maintain their independence

CHCAC318B Work effectively with older people

CHCAOD201D Prepare for alcohol and other drugs work

CHCCD307C Support community resources

CHCH225A Prepare to work in social housing

CHCCS405C Identify and address specific client needs

CHCDIS220B Prepare for disability work

CHCGROUP201C Support the activities of existing groups
CHCGROUP302D  Support group activities
CHCMH301B  Work effectively in mental health
CHCRH401B  Work effectively in the leisure and health industry
HLTCPR201B  Perform CPR
HLTCSD203C  Prepare and maintain beds
HLTCSD208C  Transport clients
HLTCSD307C  Care for the home environment of clients
HLTFA301C  Apply first aid
HLTFS201C  Distribute meals and refreshments to clients
HLTFS204C  Provide ward or unit based food preparation and distribution services
HLTFS205C  Perform kitchenware washing
HLTFS207C  Follow basic food safety practices
HLTFS309C  Oversee the day-to-day implementation of food safety in the workplace
HLTFS310C  Apply and monitor food safety requirements
HLTFS308C  Transport food
HLTFS302C  Prepare foods suitable for a range of food service settings
HLTGM201C  Perform routine servicing of plant, equipment and machinery
HLTGM202C  Use hand and power tools
HLTGM203C  Perform minor general maintenance
HLTMS201C  Collect and manage linen stock at user-location
HLTMS206C  Perform general cleaning tasks in a clinical setting
HLTMS208C  Handle waste in a health care environment