CHC40708 Certificate IV in Community Services Work

Modification History

<table>
<thead>
<tr>
<th>CHC08 Version 3.0</th>
<th>CHC08 Version 4.0</th>
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<td>CHC40708 Certificate IV in Community Services Work</td>
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<td>ISC Upgrade to unit codes. No change to qualification outcome.</td>
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Description

This qualification covers workers who provide a range of services and interventions to clients, and/or who implement community education and interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services and workers may have supervisory responsibilities.

The qualification:

- Defines knowledge and skills required by support workers and case workers who work autonomously under the broad guidance of others
- Refers to specific knowledge of a client group and appropriate intervention processes applied in residential and community settings.

On completion of this qualification the worker will be able to design and deliver programs that aim to enhance the well being of individuals and groups.

Occupational titles may include:

- Case worker
- Community services worker
- Community support worker
- Domestic violence worker
- Early intervention homelessness worker
- Family support worker
- Health education officer
- Outreach officer
- Support worker
- Welfare support worker
- Welfare 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

PACKAGING RULES
14 units are required for award of this qualification including:
- 9 core units
- 5 elective units

A wide range of elective units is available, including:
- Group A WHS electives of which one unit must be selected for this qualification
- Group B elective which is recommended for culturally aware and respectful practice
- Other 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 TGA or other public listing

Core units
CHCCD412B  Work within a community development framework
CHCCHILD401B  Identify and respond to children and young people at risk
CHCCOM403A  Use targeted communication skills to build relationships
CHCCS400C  Work within a relevant legal and ethical framework
CHCCS411C  Work effectively in the community sector
CHCCS412E  Deliver and develop client services
CHCCS422B  Respond holistically to client issues and refer appropriately
CHCORP405E  Maintain an effective work environment
HLTHIR403C  Work effectively with culturally diverse clients and co-workers

Group A WHS electives – one unit must be selected
One of the following WHS units must be selected for this qualification.
HLTWHS300A  Contribute to WHS processes
HLTWHS401A  Maintain workplace WHS processes

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

**Group B – elective recommended for culturally aware and respectful practice**

This qualification has been structured to provide a specific focus on culturally diverse clients. Where work also involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, candidates are recommended to select the following unit:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

**Other relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Case work and case management electives**

CHCCM401D Undertake case management  
CHCCM402E Establish and monitor a case plan  
CHCCM404A Undertake case management for clients with complex needs  
CHCCM503C Develop, facilitate and monitor all aspects of case management

**Administration electives**

BSBWOR204A Use business technology  
CHCADMIN305F Work within the administration protocols of the organisation  
CHCADMIN403D Undertake administrative work  
CHCPOL402C Contribute to policy development  
CHCPOL403C Undertake research activities

**Advocacy electives**

CHCAD401D Advocate for clients  
CHCAD402D Support the interests, rights and needs of clients within duty of care requirements  
CHCNET301D Participate in networks  
CHCNET404B Facilitate links with other services

**Client service electives**

CHCCS401C Facilitate responsible behaviour  
CHCCS403C Provide brief intervention  
CHCCS404B Facilitate family intervention strategies  
CHCCS407C Operate referral procedures  
CHCCS414A Provide education and support on parenting, health and well being  
CHCCS427B Facilitate adult learning and development  
CHCCS503B Develop, implement and review services and programs to meet client needs  
CHCCS506A Promote and respond to workplace diversity  
CHCCS521B Assess and respond to individuals at risk of suicide  
CHCCS604B Manage the delivery of quality services to clients  
CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively  
CHCPROT409E Provide primary residential care
CHCPROT411C  Provide for care and protection of clients in specific need
CHCRF402B  Provide intervention support to children and families
HLTCS306D  Respond effectively to behaviours of concern
HLTHIR404D  Work effectively with Aboriginal and/or Torres Strait Islander people

**Community work electives**
CHCCD307D  Support community resources
CHCCD401E  Support community participation
CHCCD404E  Develop and implement community programs
CHCCD413E  Work within specific communities
CHCCD420B  Work to empower Aboriginal and/or Torres Strait Islander communities
CHCCEED311A  Provide sexual and reproductive health information to clients
CHCCEED511A  Develop, implement and review sexual and reproductive health education programs
CHCCS421B  Undertake community sector work within own community
CHCINF407D  Meet information needs of the community
CHCPROM502B  Implement health promotion and community intervention

**Domestic and family violence**
CHCDFV301A  Recognise and respond appropriately to domestic and family violence

**Settlement work**
CHCCH427B  Work effectively with people experiencing or at risk of homelessness
CHCCS421B  Undertake community sector work within own community
CHCSW401A  Work effectively with forced migrants
CHCSW402B  Undertake bicultural work with forced migrants in Australia
TAEDEL402A  Plan, organise and facilitate learning in the workplace

**Working with children and young people**
CHCHIP404B  Support the rights and safety of children and young people
CHCYTH301E  Work effectively with young people
CHCYTH402C  Work effectively with young people in the youth work context
CHCYTH404E  Support young people in crisis *(Note pre-requisite: CHCYTH301E)*
CHCYTH511B  Work effectively with young people and their families

**Working with people with alcohol and other drug issues**
CHCAOD402B  Work effectively in the alcohol and other drugs sector
CHCAOD407E  Provide needle and syringe services
CHCAOD408B  Assess needs of clients with alcohol and/or other drugs issues
CHCAOD409E  Provide alcohol and/or other drug withdrawal services
HLTFA311A  Apply first aid
HLTFA412A  Apply advanced first aid *(Note pre-requisite: HLTFA311A)*

**Working with older people**
CHCAC416A  Facilitate support responsive to the specific nature of dementia
CHCAC417A  Implement interventions with older people at risk of falls
CHCPA402B  Plan for and provide care services using a palliative approach

**Working with people with disabilities**
CHCCS413B  Support individuals with autism spectrum disorder
CHCDIS301C  Work effectively with people with a disability
CHCDIS410A  Facilitate community participation and inclusion
CHCDIS411A  Communicate using augmentative and alternative communication strategies

**Working with people with mental health issues**
CHCMH402B Apply understanding of mental health issues and recovery processes
CHCMH411A Work with people with mental health issues

**Team coordination and supervision**
CHCCS417B Provide support and care relating to suicide bereavement
CHCCS426B Provide support and care relating to loss and grief
CHCORG406C Supervise work
CHCORG423C Maintain quality service delivery

**Social housing work**
CHCCH301C Work effectively in social housing
CHCCH410B Manage and maintain tenancy agreements and services
CHCCS416B Assess and provide services for clients with complex needs

**Homelessness support**
CHCCH301C Work effectively in social housing
CHCCH427B Work effectively with people experiencing or at risk of homelessness
CHCCS416B Assess and provide services for clients with complex needs

**Financial literacy education**
CHCFLE301A Work with clients needing financial literacy education
CHCFLE302A Educate clients in fundamental financial literacy skills
CHCFLE303A Educate clients to understand debt and consumer credit

**Oral health**
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402A Support clients and groups to learn practical aspects of oral health care