



Australian Government

Department of Education, Employment and Workplace Relations

CHC40708 Certificate IV in Community Services Work

Release: 2

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Modification History

CHC08 Version 3.0	CHC08 Version 4.0	Comments
CHC40708 Certificate IV in Community Services Work	CHC40708 Certificate IV in Community Services Work	ISC Upgrade to unit codes. No change to qualification outcome.

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

CHCORG405E 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
HLTCSD306D 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
CHCCED311A Provide sexual and reproductive health information to clients
CHCCED511A Develop, implement and review sexual and reproductive health education programs
CHCCS421B Undertake community sector work within own community
CHCGROUP403D Plan and conduct group activities
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

CHCCHILD404B 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