CHC50608 Diploma of Community Services Work
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Modification History
Not Applicable

Description
This qualification addresses work in roles that usually involve service delivery, either direct client work and/or community education or development projects.

Workers at this level operate at an advanced skill level and may also have responsibility for the supervision of other staff and volunteers.

Occupational titles may include:
- Assessor
- Case coordinator
- Case worker or manager
- Client service assessor
- Community services worker
- Community worker
- Coordinator
- Coordinator family services
- Early intervention worker
- Family support worker
- Group facilitator / coordinator
- Pastoral care counsellor
- Pastoral care manager
- Program coordinator or manager
- Senior youth officer / chaplain
- Social welfare worker
- Support facilitator
- Welfare worker

Pathways Information
Not Applicable

Licensing/Regulatory Information
Not Applicable
Entry Requirements

Entry requirements
To gain entry into CHC50608 Diploma of Community Services Work candidates must:
1. Be recognised as competent, through a recognised training program or recognition process, against the following core units of competency from CHC40708 Certificate IV in Community Services Work:
   - CHCCS411B Work effectively in the community sector
   - HLTHIR403C Work effectively with culturally diverse clients and co-workers
   OR
2. Have sufficient relevant experience and knowledge of community work and/or community services to indicate likely success at this level of qualification in a job role involving:
   - The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
   - A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required and including work with culturally diverse clients and co-workers
   - The exercise of discretionary judgement and decision making under general guidance.

Work application requirements
To be assessed as competent in this qualification, individual workers are required to undertake supervised work placements in a relevant community service delivery setting, involving, for example, direct client work or community education or development.

Evidence provided by the supervisor will contribute to assessment of the candidate's ability to work at this level.

Employability Skills Summary

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

Packaging Rules

PACKAGING RULES
18 units are required for award of this qualification including:
- 11 core units
- 7 elective units
A wide range of elective units is available, including:
- Group A electives of which one must be selected
- Group B electives of which one must be selected
- Group C 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 3 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

Core units
CHCCD514A Implement community development strategies
CHCCM503C Develop, facilitate and monitor all aspects of case management
CHCCOM504A Develop, implement and promote effective workplace communication
CHCCS500A Conduct complex assessment and referral
CHCCSL501A Work within a structured counselling framework
CHCCW503A Work intensively with clients
CHCGROUP403D Plan and conduct group activities
CHCLD415A Confirm client developmental status
CHCLD514A Analyse impacts of sociological factors on clients in community work and services
CHCORG428A Reflect on and improve own professional practice
HLTOHS300B Contribute to OHS processes

Group A electives - one unit must be selected
One of the following units must be selected
CHCAD504A Provide advocacy and representation services
CHCAD603A Provide systems advocacy services

Group B electives - one unit must be selected
One of the following units must be selected
CHCCS502B Maintain legal and ethical work practices
CHCCS522A Address complex legal and ethical issues in professional practice  (Note pre-requisite CHCCS400B)
CHCCSL508A Apply legal and ethical responsibilities in counselling practice

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 C - elective recommended for culturally aware and respectful practice
This qualification has been structured (through the Entry requirements) 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, the following elective is recommended:
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 certain electives as required to address specific workplace needs.
Domestic and family violence electives

CHCDFV402C Manage own professional development in responding to domestic and family violence
CHCDFV404C Promote community awareness of domestic and family violence
CHCDFV505C Counsel clients affected by domestic and family violence
CHCDFV509C Work with users of violence to effect change
CHCDFV510C Facilitate workplace debriefing and support processes

Settlement work electives

CHCAD401D Advocate for clients
CHCCM402D Establish and monitor a case plan
CHCCS421A Undertake community sector work within own community
CHCCS607D Coordinate in-service assessment and response to address client needs
CHCSW401A Work effectively with forced migrants
CHCSW402A Undertake bicultural work with forced migrants in Australia

Counselling and pastoral care electives

CHCCSL502A Apply specialist interpersonal and counselling interview skills
CHCCSL503A Facilitate the counselling relationship
CHCCSL507A Support clients in decision-making processes
CHCCSL509A Reflect and improve upon counselling skills (Note pre-requisites)
CHCCSL501A, CHCCSL503A, CHCCSL507A
PUADEFCH001B Provide pastoral care
PUADEFCH002C Provide ethical and pastoral advice

Working with people with disabilities

CHCDIS301B Work effectively with people with a disability
CHCDIS302A Maintain an environment to empower people with disabilities
CHCDIS322A Support community participation and inclusion
CHCDIS400C Provide care and support
CHCDIS404C Design procedures for support
CHCDIS507C Design and adapt surroundings to group requirements
CHCDIS509D Maximise participation in work by people with disabilities
CHCDIS511A Coordinate services for people with disabilities

Working with children and young people

CHCCS521A Assess and respond to individuals at risk of suicide
CHCYTH301E Work effectively with young people
CHCYTH404D Support young people in crisis (Note pre-requisite: CHCYTH301E)
CHCYTH506A Provide services for young people appropriate to their needs and circumstances
CHCYTH608C Manage service response to young people in crisis

Working with people with mental health issues

CHCCS521A Assess and respond to individuals at risk of suicide
CHCMH408B Provide interventions to meet the needs of consumers with mental health and AOD issues
CHCMH409A Facilitate consumer, family and carer participation in the recovery process
CHCMH411A Work with people with mental health issues
CHCMH504D Provide a range of services to people with mental health issues

Working with people with alcohol and other drug issues

CHCAOD408A Assess needs of clients with alcohol and/or other drugs issues
CHCAOD409D  Provide alcohol and/or other drug withdrawal services
HLTFA301C  Apply first aid
HLTFA402C  Apply advanced first aid (Note pre-requisite: HLTFA301C)

Social housing electives
CHCCH427A  Work effectively with people experiencing or at risk of homelessness
CHCCH428A  Work effectively within the Australian housing system
CHCCH522A  Undertake outreach work

Administration and coordination electives
CHCADMIN508B  Manage limited budgets and financial accountabilities
CHCADMIN604B  Manage the finances, accounts and resources of an organisation
CHCCD516A  Work within organisation and government structures to enable community development outcomes
CHCCS400B  Work within a relevant legal and ethical framework
CHCINF505C  Meet statutory and organisation information requirements

Evidence and research based practice
CHCPOL403B  Undertake research activities
CHCPOL501A  Access evidence and apply in practice

Community development electives
CHCCD505D  Develop community resources
CHCCD508C  Support community action
CHCCD509C  Support community leadership
CHCCD606C  Establish and develop community organisations
CHCCD615A  Develop and implement community development strategies
CHCPOL505B  Manage research activities

Community education electives
CHCCD402A  Develop and provide community education projects
CHCCED311A  Provide sexual and reproductive health information to clients
CHCCED511A  Develop, implement and review sexual and reproductive health education programs
CHCCS414A  Provide education and support on parenting, health and well being
CHCPROM502B  Implement health promotion and community intervention

Financial, language, literacy and numeracy electives
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
CHCLLN403A  Identify clients with language, literacy and numeracy needs and respond effectively

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