CHC50612 Diploma of Community Services
Work

Release: 1
CHC50612 Diploma of Community Services Work

Modification History

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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 CHC50612 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:
   - CHCCS411C 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 TGA or other public listing.

Core units
CHCCD514B Implement community development strategies
CHCCM503C Develop, facilitate and monitor all aspects of case management
CHCCOM504B Develop, implement and promote effective workplace communication
CHCCS500B 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
CHCLD514B Analyse impacts of sociological factors on clients in community work and services
CHCORG428A Reflect on and improve own professional practice
HLTWHS300A Contribute to WHS processes

Group A electives – one unit must be selected
One of the following units must be selected
CHCAD504B Provide advocacy and representation services
CHCAD603B Provide systems advocacy services

Group B electives – one unit must be selected
One of the following units must be selected
CHCCS502C Maintain legal and ethical work practices
CHCCS522B Address complex legal and ethical issues in professional practice
(Note pre-requisite CHCSS400C)
CHCCSL508B 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: HLTTHIR404D 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
- CHCDFV509D Work with users of violence to effect change
- CHCDFV510D Facilitate workplace debriefing and support processes

**Settlement work electives**
- CHCAD401D Advocate for clients
- CHCCM402E Establish and monitor a case plan
- CHCCS421B Undertake community sector work within own community
- CHCCS607E Coordinate in-service assessment and response to address client needs
- CHCSW401A Work effectively with forced migrants
- CHCSW402B Undertake bicultural work with forced migrants in Australia

**Counselling and pastoral care electives**
- CHCCSL502A Apply specialist interpersonal and counselling interview skills
- CHCCSL503B Facilitate the counselling relationship
- CHCCSL507B Support clients in decision-making processes
- CHCCSL509A Reflect and improve upon counselling skills *(Note pre-requisites CHCCSL501A, CHCCSL503B, CHCCSL507B)*
- PUADEFCH001B Provide pastoral care
- PUADEFCH002C Provide ethical and pastoral advice

**Working with people with disabilities**
- CHCDIS301C 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
- CHCDIS509E Maximise participation in work by people with disabilities
- CHCDIS511A Coordinate services for people with disabilities

**Working with children and young people**
- CHCCCHLD401B Identify and respond to children and young people at risk
- CHCCS521B Assess and respond to individuals at risk of suicide
- CHCYTH301E Work effectively with young people
- CHCYTH404E Support young people in crisis *(Note pre-requisite: CHCYTH301E)*
- CHCYTH506B Provide services for young people appropriate to their needs and circumstances
- CHCYTH608D Manage service response to young people in crisis

**Working with people with mental health issues**
- CHCCS521B Assess and respond to individuals at risk of suicide
- CHCMH408C 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  
CHCMH504E Provide a range of services to people with mental health issues  

**Working with people with alcohol and other drug issues**  
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)*  

**Social housing electives**  
CHCCH427B Work effectively with people experiencing or at risk of homelessness  
CHCCH428B Work effectively within the Australian housing system  
CHCCH522B Undertake outreach work  

**Administration and coordination electives**  
CHCADMIN508B Manage limited budgets and financial accountabilities  
CHCADMIN604B Manage the finances, accounts and resources of an organisation  
CHCCD516B Work within organisation and government structures to enable community development outcomes  
CHCCS400C Work within a relevant legal and ethical framework  
CHCINF505D Meet statutory and organisation information requirements  
CHCORG506E Coordinate the work environment  
CHCORG525D Recruit and coordinate volunteers  
CHCPOL504B Develop and implement policy  
PSPMNGT605B Manage diversity  

**Evidence and research based practice**  
CHCPOL403C Undertake research activities  
CHCPOL501A Access evidence and apply in practice  

**Community development electives**  
CHCCD505E Develop community resources  
CHCCD508D 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**  
CHCCD402B 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  

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CHCOHC402A Support clients and groups to learn practical aspects of oral health care