



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHC52008 Diploma of Community Services (Case management)**

**Release: 2**

## CHC52008 Diploma of Community Services (Case management)

### Modification History

| CHC08 Version 3  | CHC08 Version 4  | Comments   |
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| CHC52008 Diploma of Community Services (Case management) | CHC52008 Diploma of Community Services (Case management) | Updated unit codes and imported units. No change to qualification outcome. |

### Description

This qualification applies to workers who deliver case management and case work intervention services to clients and who work under broad direction from senior managers.

**Occupational titles** may include:

- Case coordinator
- Care coordinator
- Care manager
- Case manager

### Pathways Information

Not Applicable

### Licensing/Regulatory Information

Not Applicable

### Entry Requirements

To gain entry into *CHC52008 Diploma of Community Services (Case management)* it is recommended that candidates have relevant work experience or qualification/s that indicates likely success at this level of qualification in a job role involving:

- The self-directed application of knowledge with substantial depth in some areas
- The exercise of independent judgement and decision-making
- The application of relevant technical and other skills.

### Employability Skills Summary

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

## Packaging Rules

### PACKAGING RULES

16 units are required for award of this qualification including:

- 11 core units
- 5 elective units

A wide range of elective units is available, including:

- Group A WHS electives from which one unit **must** be selected
- Group B electives which are 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 TGA or other public listing

### Core units

CHCCM503C Develop, facilitate and monitor all aspects of case management

CHCCM504D Promote high quality case management

CHCCOM403A Use targeted communication skills to build relationships

CHCCS400C Work within a relevant legal and ethical framework

CHCCS416B Assess and provide services for clients with complex needs

CHCCW503A Work intensively with clients

CHCICS406B Support client self management

CHCLD415A Confirm client developmental status

CHCLD515A Analyse client information for service planning and delivery (*Note pre-requisite CHCLD415A*)

CHCNET404B Facilitate links with other services

CHCORG428A Reflect on and improve own professional practice

### 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 case management 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 electives - recommended for culturally aware and respectful practice**

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or more of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

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

PSPMNGT605B Manage diversity

**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.

**Community work**

CHCAD504B Provide advocacy and representation services

CHCCD505E Develop community resources

CHCCD514B Implement community development strategies

HLTHIR403C Work effectively with culturally diverse clients and co-workers

**Client support**

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness

CHCCS305C Assist clients with medication (*Note pre-requisite HLTAP301B*)

CHCCS422B Respond holistically to client issues and refer appropriately

CHCCS424B Administer and monitor medications (*Note pre-requisites CHCCS305C, HLTAP301B*)

CHCCS426B Provide support and care relating to loss and grief

CHCCS521B Assess and respond to individuals at risk of suicide

CHCDIS405A Facilitate skills development and maintenance

CHCICS403A Conduct individual assessment

CHCICS404B Plan and provide advanced behaviour support

CHCICS405B Facilitate groups for individual outcomes

CHCICS407B Support positive lifestyle

CHCICS408B Provide support to people with chronic disease

CHCICS409A Recognise and respond to suspected abuse of vulnerable people

CHCICS410A Support relationships with carers and families

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

HLTAP301B Recognise healthy body systems in a health care context

**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

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

CHCAOD402B Work effectively in the alcohol and other drugs sector

**Coordination and management**

CHCCM605C Develop practice standards  
CHCCS502C Maintain legal and ethical work practices  
CHCCS604B Manage the delivery of quality services to clients  
CHCCS607E Coordinate in-service assessment and response to address client needs  
CHCINF505D Meet statutory and organisation information requirements  
CHCORG406C Supervise work  
CHCORG506E Coordinate the work environment  
CHCORG609D Manage projects and strategies

**Employment services**

CHCES311B Work effectively in employment services  
CHCES415A Monitor and improve contracted employment services  
CHCES511B Manage contracted employment services

**Oral health**

CHCOHC303B Use basic oral health screening tools  
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  
CHCOHC404A Recognise and respond to signs and symptoms that may indicate oral health issues