Australian Government

Department of Education, Employment and Workplace Relations

CHC52208 Diploma of Community Services Coordination

Release: 1

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHC52208 Diploma of Community Services Coordination

Modification History

Not Applicable

Description

This qualification addresses work across the community sector, in organisations involved in community work, community development and community care services and volunteer programs, in a range of settings such as residential facilities, group homes, community agencies and government departments.

These workers:

- apply knowledge and skills gained through qualifications or previous experience to resolve problems within organisation guidelines
- coordinate specific programs and/or projects and supervise and/or coordinate a limited number of lower classified workers or volunteers and report to service managers
- may undertake a first line management role.

It is expected that, in addition to coordination or management electives, relevant units applicable to these specific services would be selected as electives as appropriate, particularly for smaller organisations.

Occupational titles may include:

- Coordinator
- Coordinator, volunteer programs
- Manager of volunteers
- Program or service manager

- Service or program coordinator
- Supervisor
- Team leader
- Unit manager

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Entry requirements

To gain entry into *CHC52208 Diploma of Community Services Coordination* candidates need to have previous work experience in the community sector in a job role that involved:

- self-directed application of knowledge
- exercise of independent judgement and decision-making, and
- a range of technical and other skills.
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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:

- 7 core units
- 7 elective units

A wide range of elective units is available, including:

- Group A 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, 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

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Core units

CHCADMIN508B   Manage limited budgets and financial accountabilities
CHCCOM504A   Develop, implement and promote effective workplace communication
CHCCS502B   Maintain legal and ethical work practices
CHCCS505A   Provide supervision support to community sector workers
CHCCS513B   Maintain an effective community sector work environment
CHCINF505C   Meet statutory and organisation information requirements
HLTOHS401A   Maintain workplace OHS processes
The importance of culturally aware and respectful practice

All workers undertaking work in the community sector 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 A 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 list of electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

BSBSUS501A Develop workplace policy and procedures for sustainability
CHCAC416A Facilitate support responsive to the specific nature of dementia
CHCAD402D Support the interests, rights and needs of clients within duty of care requirements
CHCCOM403A   Use targeted communication skills to build relationships
CHCCS426A Provide support and care relating to loss and grief
CHCCS427A Facilitate adult learning and development
CHCCS503A Develop, implement and review services and programs to meet client needs
CHCCS512B Develop a service delivery strategy
CHCES502B Research and report on labour market information
CHCES511A Manage contracted employment services
CHCHC401B Coordinate and monitor home based support
CHCICS409A Recognise and respond to suspected abuse of vulnerable people
CHCINF407D Meet information needs of the community
CHCINF408C Comply with information requirements of the aged care and community care sectors
CHCNET501B   Work effectively with other services and networks
CHCNET503C   Develop new networks
CHCORG405D   Maintain an effective work environment
CHCORG406B   Supervise work
CHCORG423B   Maintain quality service delivery
CHCORG428A   Reflect on and improve own professional practice
CHCORG501B   Facilitate workplace change and innovation
CHCORG506D   Coordinate the work environment
CHCORG525D   Recruit and coordinate volunteers
CHCORG607C   Manage workplace issues
CHCORG610B   Manage change in a community sector organisation
CHCORG611B   Lead and develop others in a community sector workplace
CHCPA402B Plan for and provide care services using a palliative approach

CHCSD512C   Act as a resource to workers
HLTFA301C   Apply first aid
HLTFA402C   Apply advanced first aid (*Note pre-requisite* HLTFA301C)
SRXGOV004B   Work effectively with the Board of an organisation
TAEDEL402A   Plan, organise and facilitate learning in the workplace
BSBWOR403A   Manage stress in the workplace

The following grouping of electives is provided to guide selection relating to identified areas of work.   Electives may be selected from one or more groups.

Program management
CHCCS503A   Develop, implement and review services and programs to meet client needs
Managers transferring into the community services industry
CHCCD516A   Work within organisation and government structures to enable community development outcomes
CHCORG423B   Maintain quality service delivery
Volunteer management
CHCAD504A   Provide advocacy and representation services
CHCORG525D   Recruit and coordinate volunteers
CHCORG611B   Lead and develop others in a community sector workplace
PSPGOV517A   Coordinate risk management
PSPMNGT605B   Manage diversity
SRCCRD005B   Apply the principles and issues of volunteering
Working with older people
CHCAC317A   Support older people to maintain their independence
CHCAC318B   Work effectively with older people
CHCAC417A   Implement interventions with older people at risk of falls
CHCAC507D   Plan and monitor service delivery plans
CHCINF408C   Comply with information requirements of the aged care and community care sectors
Family day care coordination
CHCAL523D   Manage home based care administration requirements
CHCSD512C   Act as a resource to workers
Nanny/household management
CHCPR510B   Design, implement and evaluate programs and care routines for children
Child protection work
CHCCHILD401A   Identify and respond to children and young people at risk
CHCCHILD505B   Work effectively in child protection and out of home care for children and young people
Youth work
CHCYTH401B   Engage respectfully with young people
CHCYTH402B   Work effectively with young people in the youth work context
CHCYTH506A   Provide services for young people appropriate to their needs and circumstances
Community development work
CHCCD401D   Support community participation
CHCCD412B   Work within a community development framework
CHCCD516A   Work within organisation and government structures to enable community development outcomes

Disability services
CHCDIS301B Work effectively with people with a disability
CHCDIS410A Facilitate community participation and inclusion
CHCDIS507C Design and adapt surroundings to group requirements
Mental health work
CHCMH301B Work effectively in mental health
CHCMH402A Apply understanding of mental health issues and recovery processes
CHCMH411A Work with people with mental health issues
Alcohol and other drugs work
CHCAOD402B   Work effectively in the alcohol and other drugs sector
Employment services
CHCES311B   Work effectively in employment services
CHCES415A   Monitor and improve contracted employment services
CHCES511A   Manage contracted employment services
Settlement work
CHCSW401A Work effectively with forced migrants
CHCSW402A Undertake bicultural work with forced migrants in Australia
Social housing electives
CHCCH301B   Work effectively in social housing
CHCCH427A Work effectively with people experiencing or at risk of homelessness