# CHC52212 Diploma of Community Services Coordination

**Release: 1**

### CHC52212 Diploma of Community Services Coordination

## Modification History

| CHC08 Version 3 | CHC08 Version 4 | Comments |
|---|---|---|
| CHC52208 Diploma of Community Services Coordination | CHC52212 Diploma of Community Services Coordination | upgrade core WHS units |

## 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 *CHC52212 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.

# Employability Skills Summary

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

Community Services and Health Industry Skills Council

# 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 TGA or other public listing

**Core units**
CHCADMIN508B Manage limited budgets and financial accountabilities
CHCCOM504B Develop, implement and promote effective workplace communication
CHCCS502C Maintain legal and ethical work practices
CHCCS505B Provide supervision support to community sector workers
CHCCS513C Maintain an effective community sector work environment
CHCINF505D Meet statutory and organisation information requirements
HLTWHS401A Maintain workplace WHS 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

CHCCS426B Provide support and care relating to loss and grief

CHCCS427B Facilitate adult learning and development

CHCCS503B Develop, implement and review services and programs to meet client needs

CHCCS512C Develop a service delivery strategy

CHCES502C Research and report on labour market information

CHCES511B Manage contracted employment services

CHCHC401C 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 sector

CHCNET501C Work effectively with other services and networks

CHCNET503D Develop new networks

CHCORG405E Maintain an effective work environment

CHCORG406C Supervise work

CHCORG423C Maintain quality service delivery

CHCORG428A Reflect on and improve own professional practice

CHCORG501B Facilitate workplace change and innovation

CHCORG506E Coordinate the work environment

CHCORG525D Recruit and coordinate volunteers

CHCORG607D Manage workplace issues

CHCORG610B Manage change in a community sector organisation

CHCORG611C 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

HLTFA311A Apply first aid

HLTFA412A Apply advanced first aid (Note pre-requisite HLTFA311A)

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**
CHCCS503B Develop, implement and review services and programs to meet client needs

**Managers transferring into the community services industry**
CHCCD516B Work within organisation and government structures to enable community development outcomes

CHCORG423C Maintain quality service delivery

**Volunteer management**
CHCAD504B Provide advocacy and representation services
CHCORG525D Recruit and coordinate volunteers
CHCORG611C Lead and develop others in a community sector workplace
PSPGOV517A Coordinate risk management
PSPMNGT605B Manage diversity
SISCCRD302A Recruit and manage volunteers

**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
CHCAC507E 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**
CHCCHILD401B 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
CHCYTH402C Work effectively with young people in the youth work context
CHCYTH506B Provide services for young people appropriate to their needs and circumstances

**Community development work**
CHCCD401E Support community participation
CHCCD412B Work within a community development framework
CHCCD516B Work within organisation and government structures to enable community development outcomes

**Disability services**
CHCDIS301C Work effectively with people with a disability
CHCDIS410A Facilitate community participation and inclusion
CHCDIS507C Design and adapt surroundings to group requirements

**Mental health work**

CHCMH301C Work effectively in mental health

CHCMH402B 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

CHCES511B Manage contracted employment services

**Settlement work**

CHCSW401A Work effectively with forced migrants

CHCSW402B Undertake bicultural work with forced migrants in Australia

**Social housing electives**

CHCCH301C Work effectively in social housing

CHCCH427B Work effectively with people experiencing or at risk of homelessness