



Australian Government

Department of Education, Employment and Workplace Relations

CHCCD307C Support community resources

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to provide and maintain support to community groups

Application of the Unit

Application

This unit is intended for application within a community work or community development work context

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Develop an information base

1.1 Collect and store *relevant information about the community*, its organisations and services according to the organisation practices so ongoing work is facilitated

1.2 Maintain a current directory of community *resources* so it is useable and accessible

2. Establish relationship with *key people*

2.1 Establish and maintain appropriate contact with *key people* using a range of *communication strategies* to ensure that the outcomes from work in the community is maximised

2.2 Define roles and responsibilities of *key people* and services so that work is effective and coordinated

ELEMENT**PERFORMANCE CRITERIA**

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|---|--|
| 3. Apply strategies for linking people | 3.1 Undertake appropriate work to create opportunities to develop supportive connections between <i>key people</i> including arranging and conducting meetings |
| | 3.2 Identify obstacles to effective contact between people and develop appropriate strategies to overcome these |
| | 3.3 Provide appropriate levels of ongoing support to promote community interaction |
| 4. Maintain community facilities and <i>resources</i> | 4.1 Maintain all relevant records and make available as required to facilitate community interaction |
| | 4.2 Undertake appropriate work to ensure that maintenance of community <i>resources</i> is carried out according to agreed procedures and budget allocations |
| | 4.3 Take appropriate action to ensure public and communal areas are accessible and meet community needs |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Nature of the community and significant relationships and resources including cultural
- Organisation's policies and program/service objectives
- Relevant agencies programs and criteria
- Communication strategies
- Principles of social organisation and structures

REQUIRED SKILLS AND KNOWLEDGE

- Depending on the work role or services provided, specific knowledge of particular groups or issues may be required, including alcohol and other drugs
 - cultural and linguistic diversity
 - risk of self-harm
 - women
 - men
 - community education
 - Aboriginal and Torres Strait Islander people
 - mental health

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Provide a range of types of support to communities according to organisation procedures
- Communicate with a range of people in the community
- Maintain and access effective networks which contribute to the achievement of objectives
- Demonstrate capacity to motivate individuals and groups to work cooperatively to address common concerns

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Demonstrate oral communication competence:
 - ability to ask questions, listen to information, and seek clarification
 - language used may be English or a community language
- Demonstrate reading competence if worker is using pamphlets or written information, to determine if an organisation or service is relevant to a particular group:
 - information may be written in English or a community language
- Demonstrate writing skills if organisations require a written list of community facilities and resources:
 - documentation that is required by the organisation
 - reports and documentation may be required in English or a community language depending on the group (some organisations may require computer skills if documentation is electronically stored)
- Consistently:
 - describe, with supportive evidence, the nature and structure of the designated community

REQUIRED SKILLS AND KNOWLEDGE

- describe the structure of the designated community in terms of general concepts of social organisation and structures
- demonstrate a range of strategies for making contact with and linking people
- define own role as worker within the community
- use of available technology for record-keeping
- comply with occupational health and safety (OHS) requirements

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Worker can be assessed on the job or by simulation
Community is designated by organisation policy

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to a workplace or community or an environment that effectively simulates workplace or community conditions
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
 - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
 - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Community may include:

- Individuals and groups defined by organisation programs and services
- Other agencies providing services to individuals and groups
- People with specified needs and interests
- People using the organisation's services/programs

Relevant information about the community may include:

- Composition and social/cultural profile
- Cultural characteristics
- Scope defined by organisation's objectives and priorities
- Size
- Nature and history of issues and interests
- Range and nature of other services
- Existing practice, process and protocol

Information about the community may include:

- Data base of key people
- Details of other services/agencies
- Networks, support systems, groups
- Resources
- Protocols for communication

RANGE STATEMENT

Key people may include:

- People with an interest in the purpose of the organisation
- Designated groups in the community
- Community leaders, representatives
- Other providers
- People using the services of the organisation
- Specialist providers

Communication strategies may include:

- Attending meetings, groups, shift hand over etc.
- Phone contact
- Sharing information
- Information newsletter

Resources may include:

- Premises, grounds, accommodation, workplaces
- Purpose designed and provided for the community or workplace
- Exclusive use, ownership or shared
- Equipment and materials
- Information
- Personnel
- Financial

Organisation's procedures may include:

- Formally documented policies, guidelines, delegations, philosophy
- Direction through supervision
- Management decisions, directives
- Information, data collection, proforma, reporting requirements
- Formal and informal negotiated agreements

Unit Sector(s)

Not Applicable