



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS421B Undertake community sector work within own community

Release: 1

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Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCS421A Undertake community sector work within own community	CHCCS421B Undertake community sector work within own community	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Unit Descriptor

This unit deals with the skills and knowledge required for workers to deal with a range of issues associated with delivery of programs and services to individual and communities within the context of community sector work in communities in which they are personally involved

Application of the Unit

Application

This unit applies to workers involved in the delivery of community services to members of their own community

Work who may be undertaken individually and/or as part of a team, with services delivered through visits to the community, through community-specific agencies or through mainstream services

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. Address cultural issues and complexities when working in own community
 - 1.1 Apply an understanding of the cultural issues and complexities of working with own community
 - 1.2 Identify historical, social, political, economic and environmental factors which currently impact on people in the community
 - 1.3 Identify potential issues related to the delivery of programs and services to own community for self and community members
 - 1.4 Identify current strategies, programs and models that address identified issues and apply in work practice

2. Apply appropriate service frameworks and models
 - 2.1 Identify suitable services and organisations and clarify their potential role and approach to addressing community issues
 - 2.2 Identify appropriate frameworks for service delivery in the community, taking into account potential issues and conflicts related to service delivery
 - 2.3 Promote and select services and approaches that support individuals and the community to be self-determining and empowered
 - 2.4 Demonstrate commitment to achieving access and equity to services for community members, in line with identified need
 - 2.5 Establish and maintain networks with relevant *agencies and associated services* (e.g. housing agencies) to support individuals and communities

ELEMENT**PERFORMANCE CRITERIA**

3. Work in a culturally safe manner

3.1 Consider and respect local community values, beliefs and roles when providing services to individuals and the community

3.2 Apply *cultural safety* protocols in implementing government policies, undertaking research and data collection and delivering services to individuals and the community

3.3 Identify cultural or belief based factors that may present a barrier to behaviour change and/or adaptation to current circumstances

3.4 Identify *cultural or belief based factors that may produce stress* and have a potential to impact own work practices and report to organisation as appropriate to support service delivery and personal well being

3.5 Deliver services safely as limited by own level of competence and responsibility and in line with *organisation policies, regulatory requirements* and community protocols

4. Apply strategies and policies relevant to service delivery

4.1 Identify aspects of organisation service strategies, policies, bodies and resources relevant to work in specific communities

4.2 Apply strategies and policies to address identified needs of individuals and the community

4.3 Identify *barriers to access and equity* in relation to services

4.4 Take available opportunities to advocate on behalf of individuals and/or the community

4.5 Maintain confidentiality of client information

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:

- Awareness of potential issues related to delivery of community services in own community
- Relevant community programs and services available to members of the community
- Community perceptions of major issues affecting them and underlying causes
- Perceptions of people outside the community relating to major issues and underlying causes
- Available health and social statistics related to community issues
- Social, cultural, historical and environmental determinants and strategies to address issues affecting the community, including:
 - traditional language, cultural and religious practices and lifestyle
 - impact of socioeconomic factors on health and welfare
 - social and political factors that perpetuate disadvantage
 - importance of personal achievement, education and supportive family/social networks
 - strategies community members may employ to maintain strong culture and supportive social networks and maximise educational, employment and social opportunities for their children
 - impact of environmental factors on health and well being
- Barriers to improving environmental determinants
- Lifestyle and behavioural issues, including:
 - known behaviours that pose a significant risk to the community
 - education and promotion of healthy lifestyle practices
 - principles of well being
- Relevant aspects of the community services and health care system, such as access to benefits

Essential skills:

REQUIRED SKILLS AND KNOWLEDGE

It is critical that the candidate demonstrate the ability to:

- Work consistently in a culturally safe manner with and on behalf of clients in line with identified community needs and workplace requirements
- Work with an understanding of the impact of historical, social, political, spiritual and environmental factors on the health and well being of community members
- Take into account social, political and environmental factors that influence the health and well being of clients
- Communicate effectively and establish a relationship of trust with clients
- Initiate appropriate actions in response to assessment and in accordance with organisation procedures and protocols for commonly presented health conditions
- Engage the client in self management principles and practices
- Make appropriate referrals, providing accurate and relevant details to clients and referral agencies
- Reflect on and improve own level and application of skills and knowledge to achieve desirable outcomes and maintain own capabilities
- Determine potential relational issues and conflicts between work role and community role

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 of assessment:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment must demonstrate consistency of application of skills and knowledge described in this unit of competency

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 relevant workplace or simulated realistic workplace setting where assessment may take place
- Method of assessment:*
- Assessment may include observation, questioning and evidence gathered from a workplace environment

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.

RANGE STATEMENT

Cultural safety refers to:

- Maintaining the protection of a community's:
 - intellectual property
 - human rights
 - resources
 - ownership of materials
- Community and self-protection

Cultural or belief based factors that may produce stress include:

- Community and/or own expectations that may involve, for example:
 - extended work hours
 - functions outside health work role
 - unrealistic accountability/responsibility for resolving community problems
 - family pressures
 - conflict between work role and community responsibilities
- Multiple accountabilities to employer, family, personal and community
- Conflict between community and family responsibilities and obligations and work role
- Motor vehicle accidents

Agencies associated services may include:

- Government health services
- Welfare agencies
- Emergency services
- Police
- Education and training organisations
- Non-government and private enterprise
- Community Government Councils
- Elected community organisations
- Churches

RANGE STATEMENT

- Barriers to access and equity may include:*
- Racism, including community and institutionalised racism
 - Discrimination
 - Socioeconomic status
 - Access to essential services and infrastructure
 - Lack of coordination of government at all levels
 - Inadequate resources/funding
 - Lack of community control and ownership
 - Lack of political leverage
 - Language barriers
 - Disease focus of mainstream health care delivery
 - Differences in concept of ill health
 - Geographic access to primary health care and specialist health services
 - Cultural barriers
 - Language/literacy

- Organisation policies and regulatory requirements may include:*
- Privacy and confidentiality guidelines
 - Treatment manuals
 - Work health and safety (WHS) guidelines
 - Infection control guidelines

Unit Sector(s)

Not Applicable