



**Australian Government**

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

# **CHCCS607D Coordinate in-service assessment and response to address client needs**

Release: 1

## **CHCCS607D Coordinate in-service assessment and response to address client needs**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge and skills required to coordinate programs to ensure that individual needs of clients are met within parameters of one service

### **Application of the Unit**

#### **Application**

This unit may apply in a range of community service contexts

### **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

1. Identify program requirements for individual *clients*

### PERFORMANCE CRITERIA

- 1.1 Put in place procedures to promote consistency and adherence to organisation standards when dealing with clients
- 1.2 Implement programs to promote staff use of appropriate *language and interpersonal skills* with a diverse client group
- 1.3 Provide appropriate support to staff to implement the organisation's accepted client service practices
- 1.4 Develop and implement strategies and mechanisms to ensure that all relevant client information is collected, maintained, stored and accessible to relevant personnel
- 1.5 Put in place procedures to ensure staff have access to additional specialist information and assistance when assessing client needs
- 1.6 Put in place procedures to ensure staff have ready access to up to date and relevant information about the range of services available to clients

**ELEMENT****PERFORMANCE CRITERIA**

2. Coordinate program delivery to ensure client needs are addressed

2.1 Put in place mechanisms to ensure *client services* delivered from within and outside the organisation can be identified by staff

2.2 Develop organisation procedures to ensure clients will be provided with timely, accurate and relevant information about the services available to them

2.3 Establish and maintain relevant *networks*, to ensure appropriate referral of clients to services from within and outside the organisation

2.4 Put in place procedures to ensure that decisions about targeting client services is based on up to date information about clients and services available

2.5 Put in place procedures to ensure that referrals to specialist services are based on matching of the assessment of client needs and availability of services

**ELEMENT****PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 3. Coordinate the evaluation of client service delivery | 3.1 Develop and implement routine procedures to check that allocated service delivery continues to match client requirements           |
|   | 3.2 Develop and implement procedures to monitor and address changes in circumstances, environmental factors or urgency of client needs |
|   | 3.3 Put in place procedures to collect and evaluate <i>feedback</i> on the adequacy of client service delivery in meeting 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:

- Legislative requirements and provisions relevant to area of service delivery
- Program development and evaluation
- Effective operation of networks
- Indicators of health and other complex issues outside of immediate area of client service delivery
- Accepted practices for delivery of services to particular clients in work area
- Issues affecting particular client groups including:
  - income/economic
  - health
  - social
  - community support and interaction
  - education and training
  - employment

#### *Essential skills:*

## **REQUIRED SKILLS AND KNOWLEDGE**

It is critical that the candidate demonstrate the ability to:

- Administer organisations' testing instruments to assess client needs
- Select appropriate services from a range of services provided by the organisation in the broader community to match client needs
- Develop and maintain appropriate networks
- Provide referrals to relevant organisations or providers of specialist services based on assessment of client needs
- Demonstrate application of skills in:
  - coordination of work teams
  - client service delivery
  - analysis of complex information
  - decision-making under pressure

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:

- Use and coordinate the use of relevant information technology effectively in line with occupational health and safety (OHS) guidelines

## REQUIRED SKILLS AND KNOWLEDGE

### 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
- This unit is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment may take place on one or more occasions but must include a number of clients with particular needs

*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

## EVIDENCE GUIDE

*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 observations, questioning or evidence gathered from the workplace e.g. testimonials from clients and colleagues

## 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.

*Clients include:*

- Individual members of the public
- Referred or self referred
- People with specific needs seeking access to services
- Family members and significant others
- Carers

*Language and interpersonal skills include:*

- Means for communicating with people with disabilities or where English is not the first language
- Means for communication with people in particular communities
- Communication with different age and gender groups



## RANGE STATEMENT

*Client services include:*

- Income, financial and community support services
- Employment services
- Access to recreation services
- Care and support services
- Transport and communication services

*Clients with particular needs may include:*

- A combinations of health, social , economic and personal factors

*Information collection mechanisms include:*

- Interviews with clients, family, significant others and carers
- Questionaries
- Applications and other forms
- Case documentation
- Classification tools

*Networks include:*

- Specialist providers in the community services and health areas including health assessments
- Specialist services to assist communication with client and identification of their needs
- Providers of any of the identified client services required by clients of the organisation

*Feedback may be from:*

- Client questionnaires and surveys
- Experts and specialist providers
- The community
- Funding or regulatory bodies
- Organisation review

## Unit Sector(s)

Not Applicable