



Australian Government

Department of Education, Employment and Workplace Relations

CHCCW604B Design and supervise family intervention strategies

Release: 1

CHCCW604B Design and supervise family intervention strategies

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to design and supervise a broad range of programs to meet the needs of families within a specific community

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

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1. Guide the assessment of need of families in the community | <p>1.1 Guide others to assess a family's level of need from a broad social and cultural perspective</p> <p>1.2 Ensure that family law framework is applied as an integrated part of family assessments</p> <p>1.3 Provide approaches and systems to support the identification of families needs in the community</p> <p>1.4 Develop networks across agencies to inform the assessment of family needs in the community</p> |
| 2. Facilitate the implementation of relevant policies and directions | <p>2.1 Obtain and communicate research and policy directions on early family intervention and crises support</p> <p>2.2 Develop and maintain sound knowledge of community demographics and community issues</p> <p>2.3 Provide a responsive framework based on sound community information to inform policy direction</p> |

ELEMENT**PERFORMANCE CRITERIA****3. Design the delivery of an inclusive service**

3.1 Design programs and service delivery to support implementation of policy direction to address community needs

3.2 Design programs and service delivery to increase active and positive participation of families in the community

3.3 Design educational services to integrate education for parenting within an inclusive social perspective

4. Supervise the quality of service delivery

4.1 Guide the development of performance measures for service delivery

4.2 Coach staff to apply a holistic and systemic approach to measuring the effectiveness of family interventions

4.3 Identify areas for improvement of family intervention services through consultation with service providers and the community members

4.4 Guide the design and delivery of services to meet current and future needs of families within the community.

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:

- Communication techniques and models
- Organisation policies, procedures and philosophies
- Legislative and statutory requirements
- Conventions on rights of children, young people, civil rights and basic human rights
- Service protocols, processes and models
- Basic counselling techniques
- Basic information collection techniques
- Client/worker relationship
- Range of available services
- Indicators of abuse and appropriate intervention strategies
- Family structures and dynamics

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Facilitate communication of rights, responsibilities, limits and extents of roles and service provision
- Observe and collect feedback about behaviour, actions, progress with goals
- Identify limits of role and taking actions to contact appropriate people
- Present information within an informal and formal setting
- Apply knowledge related to organisation and legislative requirements

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

REQUIRED SKILLS AND KNOWLEDGE

the identified work role

These include the ability to:

- Demonstrate application of skills in:
 - communication and establishing rapport
 - client assessment and behaviour observation
 - determining and maintaining role boundaries
 - use of personal and professional authority and influence to support or confront
 - behaviour management
 - stress management

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 will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions

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 delivered and assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment of this unit include access to:
 - an appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observations, questioning or evidence gathered from the workplace

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.

The contexts for working with families include:

- Contact with a service on a voluntary or involuntary basis
- Request for general or specific information
- Pre, during and post intervention

Work with clients will be carried out within requirements established by:

- Relevant international conventions on civil, human rights
- Cultural protocols, taboos and systems
- Organisation mission, philosophy and practices

Unit Sector(s)

Not Applicable