Australian Government

Department of Education, Employment and Workplace Relations

CHCORG322B Contribute to implementation of service delivery strategy

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCORG322B Contribute to implementation of service delivery strategy

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to ensure own work is carried out according to organisation guidelines and client needs

Application of the Unit

Application	The skills described in this unit may be applied across a range of community services workplace contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

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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. Carry out work activities according to *organisation procedures*	1.1 Identify and follow responsibilities
	1.2 *Report* difficulties in carrying out duties as required
	1.3 Obtain *advice* and direction when appropriate
	1.4 Contribute to feedback processes as part of organisation improvement
2. Contribute to implementation of service delivery	2.1 Contribute information when the client service is reviewed
	2.2 Maintain documentation according to continuous improvement processes
	2.3 Operate according to organisation's procedures

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:

- Own role and responsibilities delivery services
- Quality improvement processes of the organisation
- Roles and responsibilities of other workers
- Relevant policies, protocols, and practices of the organisation in relation to own work activities
- Basic knowledge of service delivery methodologies
- Basic knowledge of development processes
- Identification of the main needs of specific client groups
- Different religious, cultural, spiritual, physical and ceremonial perspectives
- Depending on the work role or services provided, specific knowledge of particular groups or issues may be required, including:
  - alcohol and other drugs (AOD)
  - 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:

- Contribute information and opinions to service delivery strategy

REQUIRED SKILLS AND KNOWLEDGE

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 application of skills in:
    - Oral communication skills (language competence) required to fulfil organisation procedures
    - language used may be English or community language
    - Written communication skills required to fulfil organisation procedures
    - these may vary from writing a few sentences on a work topic to completing forms
    - literacy competence may be required in English or community language

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 recommended to be assessed in a workplace setting or one that accurately simulates workplace conditions under the normal range of workplace conditions - Assessment may be gathered over one assessment period

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
	• Resource requirements for assessment of this unit include access to:
	• an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment
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.

Organisation procedures may include:	• Plan of care • Program plan • Workplace practices • Care plan • Code of conduct
Changes in needs and circumstances may include:	• Behaviour • Physical capabilities • Financial • Emotional • Family support • Housing

Report may be verbal or written and may be:	• By telephone
	• Face-to-face
	• Verbal 'handovers' at the end of a shift
	• Written:
	   • notes
	   • memos
	   • reports
	   • client records

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RANGE STATEMENT

Advice might be sought from appropriate persons who may include:

- Colleagues
- Immediate supervisor
- Registered or enrolled nurse
- General practitioner
- Other health workers
- Administrator
- Relatives

Unit Sector(s)

Not Applicable