



Australian Government

Department of Education, Employment and Workplace Relations

CHCORG406B Supervise work

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required of a worker with responsibility for supervising the work of workers who are part of a team/workgroup or working alone

It includes induction of new staff, planning work, monitoring performance and supporting workers to manage their workload

Application of the Unit

Application

The skills described in this unit may be applied across a range of community services workplace contexts and may involve supervision of work undertaken within an organisation by staff or contract workers

Work to be supervised may be undertaken in a range of locations including 'in-house', in other venues or agencies and/or in clients' homes

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. Induct and orient staff

PERFORMANCE CRITERIA

1.1 Establish and maintain working relationship with workers

1.2 Provide new workers with information about the organisation, *team/workgroup* and their work roles and responsibilities

1.3 Provide workers with access to resources, support and networks required in their role

1.4 Ensure new workers have a job description and *work plan*

1.5 Provide new workers with information about available skills development options if required

ELEMENT**PERFORMANCE CRITERIA**

2. Clarify and review work plan with worker and/or team / workgroup

2.1 Discuss and clarify implications, expectations and potential issues arising from work plan from the perspective of the worker, the organisation and, where appropriate, clients

2.2 Consult with individual worker and associated workgroup where appropriate and clarify how work plan is to be implemented to address identified objectives in accordance with *organisation values, standards and guidelines* and specific work role requirements

2.3 Review work plan regularly in discussion with worker and workgroup, where appropriate

2.4 Discuss work role, functions and issues and adjust work plan if necessary

3. *Monitor performance* in consultation with worker

3.1 Identify, agree and document performance goals

3.2 Regularly review worker's performance against agreed criteria/expectations in line with organisation guidelines

3.3 Provide feedback to worker on performance and discuss

3.4 Identify short and longer term skills and knowledge development needs or preferences in consultation with worker

3.5 Develop and document individual training and development plans in consultation with worker

3.6 Develop strategies and provide support for ongoing development of worker and/or workgroup

ELEMENT	PERFORMANCE CRITERIA
4. Support workers in their work role	<p>4.1 Discuss work load and other work-related issues with workers on a regular basis</p> <p>4.2 Explore and implement support mechanisms to address issues in line with individual, workgroup and organisation requirements</p> <p>4.3 Support workers and workgroup to identify and resolve work-related issues</p> <p>4.4 Support workers to establish and maintain effective relationships with colleagues, clients, communities and other service providers in line with requirements of their work role</p> <p>4.5 Identify areas of tension or conflict in relationships and take steps to address contributing factors and issues</p> <p>4.6 Provide coaching as required to develop and enhance workers' skills and knowledge in line with work role requirements</p>
5. Provide leadership to the team	<p>5.1 Assist team to identify and work towards goals and objectives in line with organisation's values and directions</p> <p>5.2 Provide support and encouragement to the team and take steps to maintain or improve cooperation and cohesiveness</p> <p>5.3 Identify barriers to team effectiveness and potential causes or factors contributing to those barriers</p> <p>5.4 Put in place <i>strategies to enhance team effectiveness</i> by addressing identified barriers</p>

ELEMENT	PERFORMANCE CRITERIA
6. Assist workers to plan career paths	<p>6.1 Discuss worker's career options and preferences</p> <p>6.2 Identify opportunities for career progression or development</p> <p>6.3 Identify training and development needs in line with individual preferences and organisation requirements</p> <p>6.4 Develop and document an individual training and development plan to reflect individual and organisation requirements</p> <p>6.5 Assist workers to develop their skills and knowledge in line with individual and organisation guidelines</p>

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:

- Available workplace support mechanisms
- Effective team management
- Importance of principles and practices to enhance sustainability in the workplace, including environmental, economic, workforce and social sustainability
- Industrial relations - principles and current issues
- Legislation relevant to organisation and work carried out
- Level of underpinning knowledge as required by individual being supervised
- Networking and information exchange processes
- Organisation mission, philosophy, organisation structure, policies and procedures and relevant organisation guidelines, especially human resource management policies
- Strategies and available resources to meet staff development needs

REQUIRED SKILLS AND KNOWLEDGE

- Union documents/ guidelines/ policies and relevant unions and contacts
- Workplace employment awards or agreements and work conditions

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Support effective team processes and work functions
- Address legal, legislative and industrial requirements
- Monitor work performance and provide support to individual workers and workgroups
- Manage work-related issues

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:
 - team building
 - time management and prioritising
 - work planning and evaluation
 - effective communication and interpersonal relationships
 - oral and/or written report writing, as required to fulfil job requirements
 - networking
 - negotiation
 - communication
 - area of skill to the level required by individual being supervised
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
- Utilise relevant information technology and workplace equipment effectively in line with occupational health and safety (OHS) guidelines

Evidence Guide

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 and under the normal range of workplace conditions
This may include the use of languages other than English and alternative communication systems
- Assessment may be conducted over one or more occasions

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

EVIDENCE GUIDE

Method of assessment:

- Assessment may include observations, questioning and 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.

Teams/workgroup may include:

- Formal and informal arrangements
- Workgroups including members from outside the organisation

Organisation values, standards and guidelines may relate to:

- Community development
- Duty of care
- Equal employment opportunity
- First aid
- Grievance management
- Harassment
- OHS
- Person-centred approach
- Service delivery standards
- Specific values, standards and approaches relevant to work role
- Workplace behaviours

RANGE STATEMENT

Work plan may be operational or strategic and may include:

- Organisation standards relating to service delivery or outcomes specific to work role
- Resources required
- Specific plans for implementing identified work arrangements
- Timeframe for achieving outcomes
- Training plans to develop required knowledge and skills

Monitor performance will take into account:

- Discussions between worker and supervisor
- Identified training and development needs
- Review of and discussion about factors that have affected the individual work plan
- Review of the individual work plan

Strategies to enhance team effectiveness may include:

- Review of policies or procedures
- Review of roster arrangements or associated work condition
- Review of systems, equipment or work practices

Unit Sector(s)

Not Applicable