CHCORG506D Coordinate the work environment

Release: 1

CHCORG506D Coordinate the work environment

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to undertake supervisory and coordinating activities in work groups in community service organisations

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

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. Contribute to and promote effective work practices	1.1 Routinely identify and implement effective ways of working to sustain ongoing health and morale

1.2   Develop and implement work plans to ensure:

- client needs are addressed
- desired outcomes are achieved
- objectives are met
- agreed timeframes are met
- compliance with relevant guidelines and procedures
- contingencies are managed
- duty of care responsibilities are met
- ethical and non discriminatory practices
- the work of the organisation is promoted

1.3   Develop and implement strategies in consultation with appropriate people to maximise work performance and outcomes, including addressing barriers and constraints

1.4   Where relevant to work role, implement effective measures to ensure new and existing staff:

- are fully informed of what is expected of them
- are provided with appropriate orientation, induction and development opportunities
- contribute to ongoing review of workplace practices
- have written workplans which are regularly reviewed

1.5   Make every effort to implement processes and practices that promote cooperative work practices and maintain positive relationships with staff and management

1.6   Take responsibility for own behaviour and identify and implement ways to develop effective working relationships

ELEMENT	PERFORMANCE CRITERIA
2. Promote effective workplace relations	2.1 Model and promote effective communication in the workplace, including open discussion and active listening
	2.2 Identify potential and actual conflict situations, and develop and implement appropriate strategies to deal with these, to minimise effects on the workplace and address rights and responsibilities of all parties
	2.3 Throughout conflict resolution processes, ensure access to appropriate support, mediation, facilitation and debriefing for parties within organisation constraints
	2.4 Make every effort to resolve issues which may disrupt work unit activities
3. Facilitate work group activities	3.1 When conducting meetings, clarify purpose, agree procedures, negotiate roles and responsibilities, adhere to agreed timeframes and maintain equality of participation and input by group members
	3.2 Seek feedback on operation of group processes, encourage suggestions for change and implement appropriate action
	3.3 Provide feedback in a supportive manner appropriate to individuals and the group

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ELEMENT	PERFORMANCE CRITERIA
4. Develop and implement staffing processes as required	4.1 Maintain confidentiality in relation to staff processes according to organisation policy and to protect individuals
	4.2 Plan appropriately to identify areas of need and develop proposals to address them, including arranging resourcing and staffing
	4.3 Participate in recruitment processes as required
	4.4 If staff performance is unsatisfactory, provide counselling and support to improve performance
	4.5 Address staff performance issues as required in accordance with organisation's procedures
	4.6 Encourage and facilitate staff access to appropriate training to enable the achievement of outcomes in the workplace and organisation
5. Advocate for workplace health and safety and fair employment practices	5.1 Make staff and management aware of Commonwealth and State legislation and organisation guidelines relating to occupational health and safety (OHS), equal employment opportunities and anti-discrimination in the workplace and promote and model compliant practices
	5.2 Negotiate, develop and implement work practices within the above legislative and organisation guidelines
	5.3 Document and communicate individual workers rights and obligations in a manner and language that can be clearly understood by relevant parties
	5.4 Where there are breaches of relevant workplace legislation, take timely and appropriate action according to level of responsibility in the organisation

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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:

- Effective team management
- Legislation relevant to organisation and work carried out
- Organisation mission, philosophy, organisation structure, policies and procedures

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Develop effective working relationships with all staff
- Establish effective procedures to maximise staff work performance
- Use positive communication with all staff

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:
  - effective workplace communication
  - organisation policies and procedures
  - relevant industrial relations conditions, requirements and awards
  - broad implications of relevant legislation
  - legal, health and safety requirements as they relate to the organisation
  - computer hardware and software technology, as required by the workplace
  - recruitment techniques
  - basic contract management

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REQUIRED SKILLS AND KNOWLEDGE

- Coordinate the use of relevant information technology effectively in line with OHS guidelines
- Coordinate processes to recognise and address environmental responsibility and sustainable practice issues

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 • It is recommended that this unit be principally assessed in the workplace
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

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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 • Resource requirements for assessment of this unit include access to an appropriate workplace where assessment can be conducted
Method of assessment:	• Assessment may include observations, questioning and evidence gathered from the workplace • Assessment should be gathered principally from material drawn from workplace or from work experience in a relevant simulation

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.

Staffing requirements may cover the following staff:	• Full time/part time • Paid/unpaid • Permanent/casual • Secondments and work exchanges • Temporary/contract • Trainees

RANGE STATEMENT

Staffing proposals will include:	• Delegations, accountability • Hours of work • Implications for the organisation • Outcomes and performance requirements • Resources costs, equipment, office space, furniture, travel • Salary conditions • Skills, education, experience • Supervision • Team members • Terms of engagement
Organisation policies and procedures will relate to:	• Accountability • Accounting of income and expenditure • Administrative processes • Career development and progression • Case Management Society of Australia national standards • Contracts • Employment conditions • Grievance, complaints and discipline processes • Induction • Management and decision-making processes • Monitoring • OHS • Recruitment and employment practices • Recruitment and termination practices • Rosters • Training and development practices • Use of equipment and venue
Management may be by:	• Board of management • Collective • Government program or unit director • Project management committee • Voluntary community management committee

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Unit Sector(s)

Not Applicable

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