



Australian Government

Department of Education, Employment and Workplace Relations

CHCYJ501A Develop and support a youth justice team

Release: 1

CHCYJ501A Develop and support a youth justice team

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to encourage, develop and support positive teamwork in youth justice service settings

Application of the Unit

Application

This unit applies to work in both a community and custodial youth justice service environment

Application of this unit should be contextualised to reflect specific workplace requirements and practices

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. Establish and maintain effective relationships with colleagues

PERFORMANCE CRITERIA

- 1.1 Identify and agree to work responsibilities in consultation with team members
- 1.2 Plan and conduct own responsibilities as agreed
- 1.3 Demonstrate effective team work in daily practices
- 1.4 Identify need and provide support to *colleagues* within own job role
- 1.5 Identify own *support* needs and seek assistance from team as required
- 1.6 Implement anti-discriminatory work practices and model goals and values of the organisation
- 1.7 Identify actual and potential conflicts with colleagues and work to resolve them

ELEMENT**PERFORMANCE CRITERIA**

2. Maintain confidential and respectful communications with colleagues

- 2.1 Use communication equipment according the guidelines of the organisation
- 2.2 *Communicate with colleagues* according to policy and procedures
- 2.3 Use a range of communication strategies to accommodate the communication needs of colleagues
- 2.4 Provide documented communications within agreed timeframes
- 2.5 Maintain confidentiality in communications with colleagues
- 2.6 Identify, record and report any issues which breach organisation standards of practice

3. Assist with the development of the team

- 3.1 Discuss with team responsibilities with all team members
- 3.2 Collect and use team feedback to improve the relationships and team performance
- 3.3 Present information about improvements to team practices in a constructive, clear and timely manner
- 3.4 Respond positively to team feedback about suggested improvements and strategies

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:

- Importance of effective team work practices
- Team dynamics and relationships
- Practices that support team work
- Barriers to team work in youth justice settings
- Principles of anti-discriminatory practices in a team environment
- Management strategies for negotiating tasks within the team
- Strategies for making constructive suggestions in a team
- Conflict resolution strategies
- Participating as part of a team operating in a highly stressful environment

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Work effectively colleagues, managers, and other agency staff
- Provide support to colleagues as needed
- Implement anti-discrimination practices
- Manage conflict between self others constructively

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:

- Recognise and support ways the in which the team could develop its work
- Encourage feedback from others about work practices

REQUIRED SKILLS AND KNOWLEDGE

- Monitor team dynamics
- Communicate effectively to ensure clarification of meaning
- Respect the diversity of work teams
- Support colleagues experiencing the impacts of working in youth justice environments

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 must demonstrate consistency of application of skills and knowledge described in this unit of competency

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 observation, questioning and evidence gathered from a workplace environment

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.

Colleagues may include:

- Other staff
- Supervisors and managers
- People from other services

Support may include:

- Assisting with the completion of a range of tasks
- Intervening in situations of risk where appropriate
- Providing constructive feedback
- Offering suggestions and information for the management of particular situations or circumstances
- Identifying and naming conflicts of interests, boundary violations with the colleague concerned
- Mediating on conflict issues within the team
- Provide information and guidance

RANGE STATEMENT

Communicate with colleagues
includes:

- Direct verbal and written communication
- Non-verbal

Unit Sector(s)

Not Applicable