



Australian Government

CHCCCS039 Coordinate and monitor home-based support

Release: 1

CHCCCS039 Coordinate and monitor home-based support

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate and monitor the delivery of home-based support services.

This unit applies to workers in a community services context. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Client Care and Support

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Establish and maintain relationship.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Communicate in a manner that develops and maintains trust, respecting cultural sensitivities and individual differences.
- 1.2. Maintain the person's privacy and confidentiality of information according to legal and ethical considerations and organisational policy and procedures.
- 1.3. Support the interests, rights and decision-making of the person in all dealings.
- 1.4. Provide the person with information regarding their rights and the organisation's responsibilities, service guidelines and costs and confirm understanding.

2. Determine the person's needs.
 - 2.1. Work with the person to confirm their goals, capacities and support needs.
 - 2.2. Confirm support requirements based on discussion with the person, previous assessments and current individualised plan.
 - 2.3. Communicate with the person to gather information relevant to the person's support requirements and recognise indicators where additional information might be required.
 - 2.4. Work respectfully with the person to confirm language, cultural or religious practices which may require changes in work practices by support workers.
 - 2.5. Complete, maintain and store documentation according to organisational policies and procedures.
3. Determine safety requirements for providing support.
 - 3.1. Consult with the person to identify hazards in the home environment that would present risk to the person or the support worker.
 - 3.2. Determine and implement actions to minimise risk in collaboration with the person.
 - 3.3. Support the person to address the hazard and control risks, where the risk is outside the scope of own job role or organisation's role.
 - 3.4. Complete, maintain and store documentation according to organisational policies and procedures.
4. Allocate support staff.
 - 4.1. Review requirements and select support worker with the desired skills and attributes to meet the person's requirements.
 - 4.2. Provide support worker with necessary details to support the person and work safely in the person's home.
 - 4.3. Confirm worker's understanding of organisational policies and procedures, record keeping requirements, duty of care, work health and safety (WHS) and other legislative requirements.
 - 4.4. Discuss job role boundaries with worker and confirm understanding.
 - 4.5. Confirm requirement for up-skilling and record and refer for further training or support.
 - 4.6. Communicate with the person to confirm the allocation of support worker and provide details.
5. Monitor support services.
 - 5.1. Consult with the person to determine and record progress against identified goals, needs and individualised plan.
 - 5.2. Provide opportunities for the person to raise issues and concerns with support provision.
 - 5.3. Determine strategies to address and resolve concerns and

issues in collaboration with the person.

- 5.4. Address concerns with the support worker and respond to the person with outcomes and resolution.

Foundation Skills

Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to CHCHCS002 Coordinate and monitor home based support.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCCCS039 Coordinate and monitor home-based support

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- coordinate and monitor services to at least two people in different home-based support settings, including:
 - communicating with the person to establish a positive and respectful relationship
 - gathering and documenting information to identify required support services
 - assessing and managing risks to the person and support worker
 - complying with work health and safety standards
 - allocating support worker
 - monitoring provision of support services and addressing concerns where required.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legal and ethical considerations for home-based support services:
 - codes of practice
 - basic home fire safety and associated state/territory smoke alarm legislation
 - dignity of risk
 - duty of care
 - privacy, confidentiality and disclosure
 - practice standards
 - awards and standards and how to access them
 - work role boundaries, responsibilities and limitations
 - work health and safety (WHS)
- organisational policies and procedures and how to access them:
 - undertaking work in the person's home
 - risk assessment and management when the work environment is a person's home
 - emergency responses
 - personal and property security
 - documentation and reporting
- techniques for communicating with the person, colleagues and others

- approaches to adjusting work practices to accommodate language, cultural or religious practices
- strategies to determine support needs of people requiring assistance in a home-based support environment
- strategies to address and resolve concerns and issues:
 - with the person
 - with the support worker
- the nature and significance of working in the person's home.

Assessment Conditions

Skills must be demonstrated in the workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

Assessment must ensure access to:

- facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- organisational policies and procedures
- individualised plans and equipment and resources outlined in plans
- opportunities for engagement with people requiring home-based support and support workers involved in service provision.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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