



Australian Government

CHCMGT003 Lead the work team

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

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

Workers at this level are team leaders or managers responsible for coordinating and monitoring the activities and performance of work teams and other service providers.

This unit applies to a range of leadership roles in health and community services workplaces.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

1. Contribute to and promote effective work practices

1.1 Develop and implement plans to meet the day to day activities of the work group

1.2 Develop and implement strategies in consultation with appropriate people to maximise work performance and outcomes

1.3 Identify planning problems, barriers and constraints and develop and implement strategies to address them

ELEMENT	PERFORMANCE CRITERIA
2. Develop and implement staffing processes	2.1 Maintain confidentiality in relation to staff processes in accordance with organisation policies and procedures 2.2 Identify staffing and resourcing needs and develop plans to address them 2.3 Participate in recruitment processes 2.4 Implement effective induction and ongoing support for new and existing staff 2.5 Provide instruction and additional support as required to promote quality worker and client outcomes 2.6 Encourage and facilitate staff access to training and development to enable the achievement of workplace outcomes and personal goals 2.7 Collaborate with other service providers as needed to meet service and referral needs
3. Maintain professional approach to leading work team	3.1 Reflect on own practice and pro-actively update knowledge and skills 3.2 Align own leadership practice with the values, ethical guidelines, policies and procedures of the organisation 3.3 Take reasonable steps to ensure that personal or social contact does not adversely affect ability to lead the team
4. Promote effective workplace relations	4.1 Implement collaborative processes and practices that promote cooperative work practices and maintain positive relationships with staff and management 4.2 Model and promote effective communication in the workplace, including open discussion and active listening 4.3 Identify potential and actual conflict situations and develop and implement appropriate strategies to prevent or address them 4.4 Throughout conflict resolution processes, ensure access to appropriate support, mediation and debriefing for parties within organisation guidelines 4.5 Resolve problems or issues which may disrupt work unit activities

ELEMENT**PERFORMANCE CRITERIA****5. Evaluate plans**

5.1 Meet regularly with those involved to discuss and evaluate the effectiveness of plans and practices in meeting the goals and needs of the organisation

5.2 Identify areas for improvement

5.3 Revise plans and practices to ensure continued improvement

5.4 Document and report work outcomes in accordance with organisational procedures

6. Review individual performance

6.1 Implement and document performance management processes in accordance with role and organisation procedures

6.2 Work collaboratively with the individual to agree on performance improvement and development plans and document in accordance with organisation policies

6.3 Monitor and evaluate performance and provide feedback on a ongoing and regular basis

6.4 Identify poor performance and take necessary actions in accordance with role and organisation procedures

6.5 Monitor and coach individuals to improve performance

6.6 Identify and provide additional support or referral when required, in accordance with role and organisation procedures

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

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

Unit Mapping Information

No equivalent unit.

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 CHCMGT003 Lead the work team

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- developed at least 1 plan for a team or group of individuals, including:
 - effective procedures to maximise staff work performance
 - strategies for collaboration and cooperative work practices
 - strategies for work performance and outcomes
 - identification of barriers and constraints and development of strategies to address them
- facilitated at least 2 group meetings or discussions to:
 - delegate work team activities
 - develop and evaluate work goals
- identified at least 1 issue causing disruption to work team activities and:
 - facilitated at least 1 meeting or discussion with those involved
 - developed and implemented strategies to resolve issue
- reviewed the performance of and coached at least 1 individual

Knowledge Evidence

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 work role. This includes knowledge of:

- organisation mission, philosophy
- organisation structure and communication protocols
- group facilitation processes, including technique for facilitating group discussions and meetings

- leadership styles and their application in supporting the organisation's mission, objectives and values
- coaching principles and techniques
- difference between coaching and mentoring
- performance management sources of information on best practice work techniques relevant to the industry sector
- rostering and timetabling
- sources of conflict and stress and techniques to address and manage them
- referral networks

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

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