



Australian Government

CHCYTH024 Manage service response to young people in crisis

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop an agency approach to young people in crisis.

This unit applies to community services work in a range of contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or 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

Competency Field

Youth Services

Unit Sector

Community Services

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Implement a trauma-informed framework for preventing crisis situations.

PERFORMANCE CRITERIA

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

- 1.1. Develop a framework to address prevention and response to critical situations, which consider the beliefs, rights and needs of young people and meet organisational, legislative and statutory requirements.
- 1.2. Review past crises to identify trauma-based responses to change.
- 1.3. Establish resources and mechanisms to assist workers to deal with crisis situations.
- 1.4. Define details of organisation's responsiveness to crisis situations and articulate to relevant personnel.

- 1.5. Store and maintain all information related to crisis situations to maximise accuracy, currency and legibility.
- 1.6. Implement procedures to ensure young people have ready access to information that may help to resolve crisis situations.
2. Support workers in responding to a crisis.
 - 2.1. Establish protocols for managing potential and actual crisis situations.
 - 2.2. Draft and regularly update procedures for the management of crises and communicate to workers and other relevant personnel.
 - 2.3. Review crisis management procedures to ensure consistency with legal and organisational obligations and constraints.
 - 2.4. Allocate resources for prompt and effective response to crisis situations.
 - 2.5. Provide crisis response training and update briefings to workers on a regular basis.
 - 2.6. Formulate advice for upgrade of organisational policies and procedures related to industrial and legislative requirements, including work health and safety (WHS).
3. Follow up crisis situations.
 - 3.1. Complete all required reporting and ensure it is comprehensive, accurate and consistent with organisational policies and procedures.
 - 3.2. Develop debriefing procedures and implement routinely.
 - 3.3. Provide opportunity for participation in review and evaluation of organisational responsiveness.
 - 3.4. Identify needs of all parties which arise from a crisis situation and develop strategies to ensure they are addressed.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Writing skills to:

- document policies, procedures and reports in line with workplace guidelines.

Unit Mapping Information

Supersedes and is equivalent to CHCYTH012 Manage service response to young people in crisis.

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 CHCYTH024 Manage service response to young people in crisis

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:

- develop and implement a framework to prevent and respond to crisis situations involving young people including:
 - defining circumstances contributing to a crisis situation
 - analysing the legal and statutory requirements
 - identifying and obtaining resources to respond to crisis situations
 - providing information to young people and workers about the organisation's policies and procedures for dealing with crisis situations
 - supporting workers in responding to crises by providing training and briefings
- follow up on at least one crisis situations by:
 - conduct debrief with workers
 - completing organisational reporting requirements.

Knowledge Evidence

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

- legal requirements and organisational policies and procedures relating to safety in the work environment
- specialist support services and resources relevant to crisis situations
- factors which contribute to young people entering crisis situations
- ecological dynamics and the family systems likely discomfort with change even when the benefits of change are acknowledged
- resistance and crisis as an indicator of discomfort caused by attempts to change which are nearing success
- methods of crisis intervention including mediation and negotiation
- characteristics of aggressive and abusive behaviour
- alternatives to coercive, aggressive and abusive behaviour.

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
- access to organisational policies and procedures
- opportunities for engagement with young people and other workers.

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

Links

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