



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS419B Provide support services to clients

Release: 1

CHCCS419B Provide support services to clients

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to apply the basic elements of implementing services for people accessing community services organisations issues in a range of settings

It may be within an established plan of care

Application of the Unit

Application

This unit may apply in a range of community service 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. *Establish a working relationship with clients to assist them to identify their needs*

- 1.1 Routinely use effective strategies to ensure:
 - clients identify their needs and goals
 - individual and cultural differences are addressed
 - areas of resistance/conflict are identified and appropriately resolved
 - appropriate levels of consultation are implemented
 - the experience and life skills of the client are appropriately addressed
 - relevant information is collected
- 1.2 Implement processes to reach agreement on meeting procedures, consequences of actions and cooperative relationship
- 1.3 Clarify negotiable and non negotiable aspects of intervention
- 1.4 Define and maintain boundaries between client and worker, including roles, responsibilities and accountabilities, to ensure compliance with statutory requirements and duty of care responsibilities
- 1.5 Implement strategies to ensure all dealings with clients reflect appropriate expression of value systems and consideration of emotional impact of intervention
- 1.6 Use *appropriate communication and relationship building processes*
- 1.7 Discuss *possibilities and options for responding to client needs*, determine preferred actions and prioritise
- 1.8 Assist client to evaluate and select strategies to achieve their goals
- 1.9 Promptly and supportively *respond to clients in distress or crisis*, in accordance with *organisation policies and procedures*

ELEMENT**PERFORMANCE CRITERIA****2. Support clients to meet their needs**

- 2.1 Identify information and skills required by the client to meet their needs
- 2.2 Provide or develop opportunities to obtain information and develop skills
- 2.3 Provide individual and group support in accordance with resources and procedures
- 2.4 Explain the client's rights and responsibilities
- 2.5 Maintain confidentiality in accordance with organisation policies and procedures

3. Promote preventative strategies

- 3.1 Provide a full range of opportunities for clients to engaged in identification of problems and solutions
- 3.2 Employ a range of strategies to assist clients to meet specific targets and to gain control over their lives
- 3.3 Identify, develop and initiate an appropriate range of opportunities in accordance with organisation policies and procedures and client needs
- 3.4 Encourage and monitor client progress and involvement in activities and appropriate action taken to maximise individual skill development

4. Review *work with clients*

- 4.1 Review work with client within organisation policies and procedures and adapt strategies as appropriate
- 4.2 Review outcomes of client work with *supervisor and/or colleagues* in accordance with organisation policies and procedures

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|---|
| 5. Use self-protection strategies as required | 5.1 Use conflict resolution and negotiation as appropriate |
| | 5.2 Take appropriate action to ensure the safety of self and others |
| | 5.3 Acknowledge limits of own abilities and make referrals as appropriate |
| | 5.4 Seek emergency <i>assistance</i> as required |
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| 6. Refer clients | 6.1 Check services the client is already accessing with the client and the service/s |
| | 6.2 Discuss suitability of <i>other services</i> with the client |
| | 6.3 Support client to make contact with other services |
| | 6.4 Provide follow up to determine the effectiveness of the referral |
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| 7. Provide specialist services to clients | 7.1 Complete all appropriate documentation and maintain in accordance with organisation and statutory standards and requirements |
| | 7.2 Implement procedures to ensure information sharing between key stakeholders is facilitated |
| | 7.3 Ensure all dealings with the client/s reflect: <ul style="list-style-type: none">• accepted organisation standards of behaviour• mutual respect• commitment to information sharing and dissemination• adherence to agreed plan• sensitivity to cultural, family and individual differences• ability to work with the client in the context of the family and broader community• application of the organisation's philosophy• compliance with statutory requirements and duty of care responsibilities |

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:

- Understanding of role and responsibilities of self and other workers within the organisation
- Organisation policies and procedures as listed in the Range Statement
- Agency role, agency target group
- Issues affecting the client group
- Understanding relevant terminology related to the sector
- Awareness and understanding of issues relating to work in the sector
- Stigma, prejudice and common stereotypes relating to client issues
- Culture of service provision in the sector
- Relevant policy, regulatory, legislative and legal requirements relating to service provision
- Appropriate protocols and cultural systems relevant to work area
- Theories and methodologies related to work in the sector
- Child protection, mental health and AOD issues as they relate to work in the sector
- Working with individuals and groups
- Motivational interviewing techniques
- Service role and target groups
- Related agencies and referral procedures used by the organisation
- Awareness of own biases and beliefs
- Ethical obligations re: helping relations, confidentiality
- Rights of workers and clients
- Principles and practices of duty of care
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds
- Knowledge specific to working with people at risk of self-harm
- Relationships between service providers

REQUIRED SKILLS AND KNOWLEDGE

- Relevant systems/networks in the local area
- Statutory requirements
- Where clients have mental health issues the following specific knowledge is required:
 - community correctional orders and mental health issues
 - mental health promotion
 - signs and symptoms of major mental illness

continued ...

Essential knowledge (contd):

- Where clients have mental health issues the following specific knowledge is required (contd):
 - impact of mental illness and/or psychiatric disability on self-esteem, motivation, daily living skills
 - common medications for mental illness and their side effects
 - psychosocial treatment approaches
 - psychiatric disability
 - basic understanding of psychosocial rehabilitation processes
 - basic understanding of the range of clinical treatment and support services
- Where clients have housing issues the following knowledge is required:
 - understanding of language used in the community housing sector
 - awareness of housing issues
 - relationships between service providers
 - community housing systems/networks in the local area
 - culture of community housing provision
 - policy, regulatory, legislative and legal requirements including:
 - residential tenancy acts or equivalent
 - Privacy Act
 - legislation underpinning the principles of equal opportunity
 - Freedom of Information Act
 - Individual rights
 - National Housing Policy
 - National Housing Service Standards
 - Disability Services Acts and standards
- Where clients have AOD issues the following knowledge is required:
 - first aid certification or equivalent skills (as per unit HLTF301B Apply first aid) including cardio pulmonary resuscitation (CPR), bandaging, managing toxic substances, managing bleeding, managing broken bones, managing consciousness, managing choking and knowledge of coma positions

REQUIRED SKILLS AND KNOWLEDGE

- working with a range of different clients with AOD issues
- conducting work role within established plans, procedures or programs
- range of AOD specific services delivered by the organisation
- AOD use, general effects on body systems and their functions and general social and psychological effects
- drugs/substances most commonly used in local area
- relationship between suicide and AOD use

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Effectively provide support to clients within organisation procedures
- Facilitate exploration of issues
- Establish role definitions
- Identify and work constructively with conflict and resistance
- Monitor own positions and reactions
- Clarify differences in perception
- Demonstrate problem exploration within a pro-active framework

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:

- Apply strategies for self-protection and self care
- Apply strategies for dealing with aggressive or distressed people
- Demonstrate a non-judgemental approach to working with people
- Devise and develop tasks to help clients understanding and problem solving efforts
- Demonstrate constructive use of personal and professional authority and influence to support or confront
- Demonstrate application of skills in:
 - establishing rapport
 - effective active listening including questioning
 - interpretation of verbal and non-verbal communication
 - conflict resolution
 - problem solving
 - interpersonal relationship
 - networking and liaison with other services
 - crisis situation responses

REQUIRED SKILLS AND KNOWLEDGE

- report writing
- supportive counselling
- goal clarification
- working with conflict, resistance and levels of risk
- empathy, engagement and rapport building
- communicating interest, respect and concern
- articulating clearly boundaries of own role
- recognising signs and triggers for dependency
- Maintain documentation as required, including effective use of relevant information technology in line with occupational health and safety (OHS) guidelines

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
- Consistency in performance should consider particular requirements of support provision delivered in the workplace

EVIDENCE GUIDE

- 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
- 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 observations, questioning or evidence gathered from the workplace

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.

RANGE STATEMENT

Clients include:

- Individual clients and families and support network of the client
- Members of the public seeking information

The contexts of working with clients include:

- Contact with a service on a voluntary or involuntary basis
- Contact with a statutory activity e.g. Notification, first juvenile offence
- Within an intervention
- Within a support activity or service

Organisation policies and procedures may include:

- Emergencies
- Occupational health and safety
- Referrals
- Reporting
- Goals, objectives and targets
- Accountability
- Code of conduct
- Confidentiality
- Grievance procedures

Establish a working relationship will be carried out within requirements established by:

- Commonwealth and State legislation
- International conventions relating to the rights of children and young persons
- Organisation policy and procedures
- Relevant program standards
- Organisation codes of conduct, ethics

Work with clients may:

- Occur at established premises or at other locations used by outreach, street, remote or off-site services
- Other locations may include the client's home, public places, workplaces or mobile service centres

RANGE STATEMENT

Needs may include:

- Emotional support
- Social support
- Financial advice
- Cognitive/behavioural support
- Food and clothing
- Transport
- Emergency relief
- Legal advice
- Accommodation support
- Referral to other agencies
- Harm minimisation
- Financial device
- Consumables
- Legal advice

Appropriate communication and relationship building processes may include:

- Engagement
- Empathy
- Non-judgemental manner
- Active listening
- Listening to the person
- Acknowledging the person in a pleasant and accepting manner
- Treating the person as an individual with their own life history, skills and interests
- Rapport building
- Warmth
- Genuineness
- Respect

Possibilities and options for responding to client needs may include:

- Referral of the client to a colleague within the organisation
- Referral of the client to other agencies in accordance with organisation policies and procedures

RANGE STATEMENT

Respond to clients in distress and crisis will include:

- Enlisting support and/or assistance from colleagues or emergency support as appropriate
- Using calm and calming behaviour
- Reporting incidents promptly and accurately

Services should promote the client's independence and abilities and take into account their:

- Preferences
- Ability to communicate
- Level of stress or anxiety
- Behavioural disturbance e.g. tears, agitation, despair, elation, mood swings, disinhibition caused by acquired brain injury
- Verbal or physical aggression
- Inappropriate responses
- Family and peer support/self help
- Need for encouragement
- Cultural/linguistic background
- Social circumstances e.g. family and social support

Client service processes may be informal and/or formal and may include:

- Problem solving techniques
- Evaluation
- Interviewing techniques
- Information provision
- Group work
- Individual support
- Working with carers and others
- Relaxation management
- Stress management
- Anger management
- Coping strategies
- Counselling and support groups

RANGE STATEMENT

Work with clients may occur in any environment including:

- Social settings
- Home
- Drop in centres
- Workplace
- Vehicles/transport
- Cafes, shopping centres
- Structured programs
- Legal settings
- Other agencies or services

Supervisors and/or colleagues may include:

- People from other services
- Team members

Assistance may be sought from:

- Other staff
- Clinical mental health services
- Acquired brain injury services
- Community based support services
- Legal services
- Hospitals
- Ambulance
- Police
- Interpreters
- Consumer consultants
- Transcultural consultants

RANGE STATEMENT

Other services may include:

- Carer/consumer groups
- Psychosocial rehabilitation
- Accommodation
- Specialist disability
- Legal
- Day support
- Employment and/or skill development service e.g. Life or living skills
- Pre-vocational
- Leisure
- Recreation
- Education
- Social activities
- Neuropsychological assessment
- Behaviour consultancy services
- Clinical treatment
- Drug and alcohol
- Health
- Advocacy
- Respite
- Pharmacies
- Financial
- Torture/trauma
- Spiritual support

Unit Sector(s)

Not Applicable