



Australian Government

Department of Education, Employment and Workplace Relations

CHCCS513B Maintain an effective community sector work environment

Release: 1

CHCCS513B Maintain an effective community sector work environment

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required by those working at a management level to maintain an effective work environment in a community sector work context

It includes monitoring, coordinating and promoting ethical, safe and effective work practices in line with established work requirements

Application of the Unit

Application

This unit applies to work in a range of community service settings such as:

- specific communities
- community, regional or remote service provider
- department of a large institution or organisation
- specialised service or organisation
- private provider

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. Promote ethical work practices

PERFORMANCE CRITERIA

- 1.1 Monitor decision-making to ensure ethical guidelines are followed and underlying ethical complexity is recognised
- 1.2 Ensure staff understanding and compliance with the principles of duty of care and legal responsibilities in all work undertaken
- 1.3 Ensure appropriate action is taken to address any breach or non adherence to standard procedures or adverse event
- 1.4 Monitor work practices to ensure confidentiality of any *client* matter in line with *organisation policy* and procedure, regulatory requirements and/or code of practice
- 1.5 Promote respect for rights and responsibilities of others through considered application of work practices
- 1.6 Apply and promote knowledge and understanding of *employee and employer rights and responsibilities* in all work practices
- 1.7 Identify potential conflict of interest in the workplace and take action to avoid and/or address

ELEMENT**PERFORMANCE CRITERIA****2. Support culture of effective communication**

- 2.1 Monitor and address *communication issues* in the workplace
- 2.2 Monitor oral and written communication in the workplace to ensure confidentiality of client and staff matters
- 2.3 Monitor workplace communication to support accuracy and understanding of information provided and received
- 2.4 Promote recognition of individual and cultural differences in the workplace and support any adjustments to communication needed to facilitate the achievement of identified outcomes
- 2.5 Promote and support a client-centred approach to community services work throughout interpersonal communication with clients and colleagues
- 2.6 Promote and assist with the resolution of conflict and interpersonal differences in the workplace

3. Facilitate staff education relevant to the community sector

- 3.1 Contribute to staff knowledge of *different sectors within community services* and how the inter-relationships between these sectors may be used to enhance their work
- 3.2 Maintain and share knowledge of current issues which impact on community services in own work area/organisation and as related to *different models of work*
- 3.3 Promote greater understanding of community services work and issues among *key stakeholders and representatives* from relevant target groups
- 3.4 Facilitate staff knowledge of and commitment to the *central philosophies and values* of the community services industry

ELEMENT**PERFORMANCE CRITERIA****4. Monitor professional work standards**

- 4.1 Monitor implementation of organisation policies and procedures relating to awards, standards and legislative requirements of staff
- 4.2 Identify areas for *improving work practices* and support implementation in line with organisation policies and procedures
- 4.3 Check compliance of work undertaken with relevant accreditation and professional standards applying to work undertaken and address issues where pertinent
- 4.4 Facilitate staff understanding and focus on achieving organisation goals and objectives in work undertaken
- 4.5 Ensure *issues requiring mandatory notification* are identified and reported appropriately and within organisation's specified timeframes

5. Work effectively within the community services system

- 5.1 Establish effective relationships with workers from different sectors and levels of the industry in line with *work role requirements*
- 5.2 Apply knowledge of the roles and functions of relevant community services structures, organisations and systems
- 5.3 Maintain knowledge of current issues influencing the community services system, including issues for Aboriginal and Torres Strait Islander people and contemporary cultural issues
- 5.4 Work with an understanding of funding mechanisms, and how the organisation's operations are financed

ELEMENT**PERFORMANCE CRITERIA**

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|---|--|
| 6. Take opportunities to develop own competence | 6.1 Monitor own skills/knowledge in relation to ongoing and changing work requirements |
| | 6.2 Identify areas for personal development in line with community services industry developments, organisation requirements and personal interest |
| | 6.3 Take initiative to access and/or create development opportunities to support organisation need and personal career development |
| | 6.4 Undertake available formal and informal skill/knowledge development and maintenance activities |

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:

- Awareness and management of personal bias, beliefs and values
- Contemporary approaches to work in the industry, associated rationales and supporting behaviours
- Current issues facing clients and the sector
- Contemporary employment terms and conditions in the workplace
- Details of accreditation processes and quality improvement practices
- Definition of duty of care, confidentiality of information and ethical decision-making in relation to specific work roles and responsibilities; what constitutes a breach of these and potential ramifications of breach and non-reporting
- Detailed implications of relevant legislation, including:
 - occupational health and safety (OHS)
 - access and equity
 - anti-discrimination

REQUIRED SKILLS AND KNOWLEDGE

- privacy
 - child protection
 - Organisation procedures relating to:
 - safety issues and prevention in community services work
 - emergency response
 - security
 - Own and others' responsibilities within the workplace
 - Role, function and objectives of the organisation, and relevance to specific work role
 - Relevance of the work role and functions to maintaining sustainability of the workplace, including environmental, economic, workforce and social sustainability
 - Responsibilities in relation to child protection and other mandatory reporting requirements where relevant
 - Understanding and management of difference and diversity in relation to individual needs, discrimination and social vulnerability
 - Understanding of relevant organisation procedures, policies, awards, standards and legislation and how to access them
 - Understanding and application of legal and ethical framework in the community services industry
 - Understanding and application of professional boundaries and need to refer appropriately
- continued ...*

Essential knowledge (contd):

- Values, principles and ethics underpinning work in the sector including:
 - holistic and client-centred support and services
 - client needs and rights including duty of care
 - principles of access and equity
 - principles of human rights
 - principles of client safety

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Address breaches of duty of care, confidentiality, ethical guidelines and other relevant policies and legislation
- Monitor and promote professional and ethical work practices in the workplace

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

REQUIRED SKILLS AND KNOWLEDGE

the identified work role

These include the ability to:

- Analyse implementation of workplace procedures and their outcomes to identify areas for improvement
- Apply decision-making and problem solving skills as required to monitor decision-making processes and provide constructive input to assist others
- Apply functional literacy skills needed for written and oral information about workplace requirements
- Contribute to team development where appropriate
- Monitor safety issues relevant to own work context
- Use high level interpersonal communication skills with clients and other stakeholders
- Use initiative in responding to challenging situations and individuals
- Use communication skills as required by specific work role, including:
 - interpreting and following verbal and/or written instructions
 - seeking clarification of tasks
 - providing information
 - reporting incidents in line with organisation requirements
- Take a responsible approach to professional development, including:
 - taking responsibility for accessing opportunities to expand and develop own skills and knowledge
 - supporting the discussion of new ideas and techniques in a range of settings
 - sharing information and contributing to learning of others
- Take into account, use and promote effectively opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including efficient use of resources
- Work in a non-judgemental manner and promote similar behaviour in others

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

- The individual being assessed must provide evidence

EVIDENCE GUIDE

and evidence required to demonstrate this unit of competency:

- 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 the work environment, worker's role and responsibilities in the workplace

Context of and specific resources for assessment:

- Assessment should relate to an identified work role and associated workplace conditions
- Resources essential for assessment include any documents specific to the work context such as:
 - instructions for the use of equipment
 - specific instructions for staff
 - emergency response procedures
 - safety policies and procedures
 - security procedures
 - relevant accreditation standards
 - waste management policies and procedures

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:

- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

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

Work role requirements may include:

- Accreditation standards
- Individual awards and benchmarks
- Legislation relevant to work area
- Level of responsibility
- Organisation guidelines

Organisation policy on confidentiality may relate to:

- Access to records
- Destruction of records
- Release of information
- Storage of records
- Verbal and written communication

Organisation procedures, policies, awards, standards and legislation may include:

- Accreditation and service provision standards of other relevant industry organisations
- Current Australian standards
- Federal and state legislation
- Quality management policy and practice
- Sector specific legislation and standards, for example:
 - home and community care standards
 - aged care accreditation standards
 - disability service standards
 - housing regulation and standards

Client may include:

- Communities or groups
- Family and/or significant others
- Individual clients

RANGE STATEMENT

Stakeholders and representatives may include:

- Clients
- Community organisations
- Families and care givers
- Friends, peers and target group
- Government representatives and service providers
- Local community
- Management, colleagues, supervisor, team members
- Peak bodies and networks in the sector
- Services
- Specialists/experts

Different sectors within community services may include but are not limited to:

- Aged care
- Alcohol and other drugs
- Child protection
- Children's services
- Community development
- Community work
- Disability services
- Employment services
- Family and domestic violence
- Housing
- Mental health
- Youth work and juvenile justice

Different models of work in the sector may include:

- Case management
- Client-centred
- Community development
- Community education
- Developmental
- Participatory
- Service delivery
- Working with families

RANGE STATEMENT

The central values and philosophies may include:

- A holistic and person-centred approach, embracing:
 - promotion of well being of staff, clients and communities
 - early identification of problems
 - delivery of appropriate services
 - commitment to meeting the needs and upholding the rights of people
 - commitment to empowering the person and/or the community
 - ethical behaviour
 - preventative strategies
 - exercise of responsibilities and accountabilities within the context of duty of care for clients

A commitment to access and equity must be demonstrated by:

- A non-discriminatory approach to all people using the service, their family and friends, the general public and co-workers

Employee rights and responsibilities may relate to:

- Adherence to OHS
- Attendance requirements
- Confidentiality and privacy of organisation, client and colleague information
- Duty of care responsibilities
- Leave entitlements
- Obeying lawful orders
- Organisation policies and procedures
- Protection from discrimination and sexual harassment in the workplace
- The right to union representation

RANGE STATEMENT

Employer rights and responsibilities may relate to:

- Enterprise workplace agreements
- Legislative requirements for employee dismissal i.e. Workplace Relations Act
- Legislative requirements to provide a safe work environment free from discrimination and sexual harassment (see State and Commonwealth anti-discrimination legislation)
- Relevant State and Territory employment legislation i.e. wage rates, employment conditions

Issues requiring mandatory notification may include:

- Issues defined by jurisdictional legislation and/or regulatory requirements
- Issues specifically identified by under organisation policies
- Protection of children and others identified to be at risk

Identifying and implementing improved work practices may include:

- Application of safety practices, including for work in a range of contexts, such the client's home
- Assessing/observing/measuring environmental factors
- Checking equipment
- Developing and implementing child safe, child friendly resources, environment and work tools to support staff and volunteers working with people under 18 years of age
- Monitoring tasks
- Reporting and implementing suggested improvements
- Responding to surveys and questionnaires
- Seeking and addressing customer feedback

RANGE STATEMENT

Basic home fire safety includes knowledge of:

- Behaviour that may contribute to fire injury and/or fatality
- High fire risk groups
- Optimum placement of smoke alarms
- Referring client for smoke alarm installation and maintenance
- Role of a working smoke alarm
- Smoke alarm testing and cleaning
- Types of smoke alarms

Designated knowledge/skill development may relate to:

- Cardiopulmonary resuscitation emergency response and notification protocols
- Child protection
- Communication, conflict resolution
- Cultural awareness
- Customer service, including the provision of a child friendly environment that values, respects and welcomes children and young people
- Discrimination, harassment and bullying in the workplace
- Fire emergency response procedures for notification and containment of fire, use of fire fighting equipment and fire safety procedures
- First aid
- Formal and informal resolution of grievances
- Hazard control
- Infection control
- Manual handling
- OHS
- Quality improvement policy and practice
- Security procedures
- Waste management

RANGE STATEMENT

Communication strategies may include:

- Active listening
- Appropriate communication aids
- Appropriate demeanour and body language
- Appropriate language
- Appropriate modes of communication
- Appropriate tone and presentation
- Observation
- Providing appropriate and accurate information
- Questioning, clarifying, advising

Unit Sector(s)

Not Applicable