



Australian Government

Department of Education, Employment and Workplace Relations

CHCCW503A Work intensively with clients

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to deliver targeted specialised client services based on individual case management and intervention

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. Provide high quality case work

1.1 Make available to the client appropriate strategies and activities to facilitate achievement of agreed goals and to maximise outcomes within statutory, legislative and organisation requirements

1.2 Identify and effectively communicate the rights and responsibilities of clients to them

1.3 Employ appropriate processes to optimise outcomes when working with groups

1.4 Implement appropriate strategies to continually monitor the effectiveness of approaches in achieving agreed goals, enabling client access to relevant services and programs and meeting client and stakeholder needs

1.5 Negotiate any proposed changes with clients and other relevant parties

1.6 Respond appropriately to potential and actual difficulties and crises including:

- identifying a range of relevant strategies
- engaging behaviour consistent with organisation standards
- accessing relevant emergency services as required
- providing appropriate debriefing to relevant parties

1.7 Implement appropriate mechanisms to assess the need to change case plans and strategies

1.8 Where decisions are made to implement case closure, employ procedures consistent with organisation procedures

ELEMENT**PERFORMANCE CRITERIA****2. Enlist specialist services**

2.1 Assess the need for specialist services, considering:

- severity of client needs
- agreed goals and planned outcomes
- resources
- the degree of community and family support
- the workers skills and work capacity

2.2 Where referrals are made to specialist services, implement processes to ensure progress will be monitored

3. Establish transition processes

3.1 Negotiate with relevant people, the need for ongoing resources, services and support

3.2 Make arrangements with relevant parties for participation in programs and other support activities

3.3 Negotiate appropriate levels of ongoing contact with client and significant others to ensure needs continue to be met once intensive work is completed

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:

- Professional service provision codes of conduct, ethical codes, referral protocols
- Group dynamics models/practices
- Range of services available
- Organisation procedures and program standards
- Indicators of pathology i.e. Substance use, mental health
- Cultural protocols, taboos and language systems
- Facilitation model/practices
- Statutory mandate and responsibilities
- Behaviour change models/practices
- Central ideas and frameworks for understanding love, sex and intimacy in relationships
- Different areas and levels of well being such as psychological, physiological, social, economic and spiritual.
- Theoretical developmental approaches to human development and understanding of life stages and physical, emotional, social, cognitive characteristics of human development
- Human lifespan and personality theory
- Major psychological approaches to human behaviour.
- Main approaches - psychoanalytic, behavioural, humanistic and cognitive relate approaches to social welfare work
- Links between personality theory and abnormal psychology including main definitions of health and well being
- Stress indicators
- Sociological understanding including:
 - culture and diversity
 - critique of socialisation theory
 - family, power

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Work cooperatively with clients and significant others to achieve behavioural life skills changes
- Work with individuals in a range of settings to achieve maximum outcomes

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:

- Demonstrate application of high level communication skills, including
 - establishing a trusting relationship
 - information gathering
 - reflective listening, respectful responding, development of empathy and rapport
- Demonstrate application of skills in:
 - crisis intervention
 - demonstration of empathy
 - relationship building
 - communication
 - negotiation
 - assertion
 - conflict management

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.

EVIDENCE GUIDE

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 will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions
- Assessment must include assessment of competence with a number of clients

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 delivered and assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment of this unit include access to:
 - an appropriate workplace where assessment can take place or simulation of realistic workplace setting for assessment

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.

Working with clients will be carried out within requirements established by:

- Relevant legislation and statutory requirements
- International conventions relating to the rights of individuals
- Organisation policy and codes of conduct
- Relevant program standards
- Professional association codes of conduct and ethical and ethical positions

Unit Sector(s)

Not Applicable