



Australian Government

Department of Education, Employment and Workplace Relations

CHCHC401C Coordinate and monitor home-based support

Release: 1

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Modification History

Version 3	Version 4	Comments
CHCHC401B Coordinate and monitor home based support	CHCHC401C Coordinate and monitor home based support	Unit updated in V4. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to coordinate and monitor the delivery of home-based support services in a community services context

Application of the Unit

Application

This unit applies to work in a home and community care context

Work will be within a prescribed range of functions involving known routines and procedures with some accountability for the quality of outcomes

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 and maintain appropriate relationships with client and carer

- 1.1 Introduce oneself appropriately
- 1.2 Demonstrate courtesy towards the client and carer
- 1.3 Conduct interpersonal exchanges in a manner that develops and maintains trust
- 1.4 Maintain confidentiality and privacy of the client within organisation policy and protocols
- 1.5 Conduct interpersonal exchanges in a manner that respects cultural sensitivities and needs
- 1.6 Support the interests, rights and decision-making of the client in all dealings
- 1.7 Ensure client has *information* and understands rights, responsibilities, service guidelines and costs

ELEMENT**PERFORMANCE CRITERIA****2. Determine client needs**

2.1 Clarify client goals, capacities and service needs according to original assessment and care plan

2.2 Relate determination of needs to context of assessment and need for home-based support services

2.3 Gather client information over a *period of time consistent with client requirements*

2.4 Determine client needs using *strategies appropriate for the client and circumstances*

2.5 Determine client needs according to *government and organisation procedures, policies, standards and legislation*

2.6 Identify *indicators* that additional information might be required in some areas

2.7 Identify client's language, cultural or religious practices which support staff would need to adhere to or which may require change in work practices

2.8 Complete documentation according to organisation procedures

3. Determine safety requirements for support

3.1 Identify *hazards* that would be associated with providing support

3.2 Complete a risk minimisation plan

3.3 Support client to address risk, where the risk cannot be managed within organisation's legitimate role

3.4 Complete documentation according to organisation procedures

ELEMENT**PERFORMANCE CRITERIA****4. Provide appropriate support staff**

- 4.1 Identify support staff with *best match to client's requirements*
- 4.2 Provide support staff with *necessary details* to support client
- 4.3 Provide support staff with details to work safely in the client's home
- 4.4 Determine that the support staff is familiar with the organisation policies and procedures, duty of care and other legislative requirements
- 4.5 Determine that the support staff is familiar with the boundaries of their role
- 4.6 Determine that support staff is familiar with record-keeping requirements
- 4.7 Identify staff skill concerns and report *need for training* and other support

5. Monitor support services

- 5.1 Check client functioning and progress from a range of information
- 5.2 Identify indicators that issues and concerns may be present
- 5.3 Address any concerns with the support worker, and if necessary the client
- 5.4 Identify strategies to address concerns and issues

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:

- Appropriate role and responsibility boundaries for people working in the community
- Basic home fire safety
- Emergency response procedures
- Ethical and legal implications of work
- Work health and safety (WHS) risk assessment in the home environment
- Purpose of accreditation process and quality improvement practice
- Rationale underpinning practices to enhance sustainability, including environmental, economic, workforce and social sustainability
- Relevant legislation including that relating to workhealth and safety (WHS)
- Relevant organisation procedures, policies, awards, standards and legislation and how to access them
- Role and function of the organisation, and relevance to specific work role
- Security procedures
- Strategies to determine needs of older people and people with disabilities in a home environment
- Terms and conditions of employment
- The importance and meaning of home and belongings to individuals
- Understanding the nature and significance of working in the client's home and in community venues

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Comply with organisation procedures, policies, awards, standards and legislation relevant to a worker operating under supervision within the community care sector
- Demonstrate knowledge of the ramifications of breaches of confidentiality, policies,

REQUIRED SKILLS AND KNOWLEDGE

legislation and infection control

- Identify and report workplace hazards and poisons as applied to broad WHS area
- Identify and respond to staff skill requirements
- Identify own responsibilities within the workplace
- Match client support needs with support worker characteristics
- Monitor basic home fire safety and emergency response procedures
- Monitor service provision on site, off site and on call
- Observation and reporting

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 skills including:
 - communication skills to seek clarification of tasks and to interpret and follow instructions
 - functional literacy skills needed for written and oral information about workplace requirements
 - problem solving skills to constructively achieve planned outcomes
- Follow correct hygiene/infection control procedures
- Take into account, use and promote opportunities to address waste minimisation, environmental responsibility and sustainable practice issues

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is best assessed in the workplace or in a

EVIDENCE GUIDE

competency:

simulated workplace under the normal of range conditions

- To establish consistency assessment should be conducted on more than one occasion to cover a variety of circumstances
- A diversity of assessment tasks is essential for holistic assessment

- 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 and linguistically diverse (CALD) environments
 - 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 of this unit include access to all relevant resources commonly provided in the health service setting, including:
 - relevant policies and procedures manuals, legislation and standards
 - organisation's mission statement, strategic and business plan
 - other documentation relevant to the work context such as:
 - organisation charts
 - instructions for the use of equipment
 - specific instructions for staff
 - emergency response procedures
 - security procedures
 - relevant human resource management policies and procedures
 - quality improvement policies
 - customer service standards and policy
 - waste management policies and procedures

Method of assessment may include:

- Observation of work performance
- Written tasks
- Interview and questioning
- Authenticated portfolio/log book
- Supporting statement of supervisor/s
- Authenticated evidence of relevant work experience and/or formal/informal learning

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.

Information may include:

- Feedback from carer
- Feedback from client
- Home visit
- Support worker case notes
- Verbal feedback from support worker

Period of time consistent with client requirements includes:

- Time required to establish professional comfort
- Time required to share information that evokes identification of needs

Strategies appropriate for the client and circumstances may include:

- Checklists
- Conversation
- Formal assessment
- Informal assessment
- Stories

RANGE STATEMENT

Government and organisation procedures, policies, standards and legislation may include:

- Carer and respite programs
- Disability Services Program standards and policies
- Health records legislation
- Home and Community Care National Service Standards
- National Program Guidelines for the Home and Community Care Program
- WHS industry guides
- Packaged Care Guidelines
- Privacy legislation
- Quality management policy and practice
- Relevant health regulations and guidelines
- State and territory community care program policies
- Veterans Home Care Program standards and policies

Indicators may include:

- Carer discomfort
- Client discomfort
- Condition of home and community venues

Hazards may include:

- Client behaviours
- Electrical outlets and appliances
- Flooring
- Furniture
- Pathways
- Pets
- Rugs
- Stairs

Best match to client's requirements includes:

- Gender
- Personality
- Time availability consistent with client requirements
- Values base

RANGE STATEMENT

Necessary details may include:

- Carer issues
- Client idiosyncrasies
- Client preferences
- Client sensitivities
- Conflict between client and carer
- Specifics of support activities

Need for training may include, but is not limited to:

- Cardiopulmonary resuscitation (CPR) emergency response and notification protocols
- Communication and conflict resolution
- Cultural awareness
- Customer service
- Discrimination, harassment and bullying in the workplace
- Fire emergency response procedures
- First aid
- Formal and informal resolution of grievances
- Hazard control
- Infection control
- Manual handling
- WHS
- Quality improvement policy and practice
- Security procedures
- Waste management

Basic home fire safety includes:

- 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

Unit Sector(s)

Not Applicable