



Australian Government

Department of Education, Employment and Workplace Relations

CHCORG605A Manage human resources in a community sector organisation

Release: 1

CHCORG605A Manage human resources in a community sector organisation

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skill required to undertake the management of people within an organisation

Application of the Unit

Application

The skills described in this unit may be applied across a range of community work 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

1. Manage staff recruitment

PERFORMANCE CRITERIA

- 1.1 Analyse and prioritise human resource needs for organisation involved in community work and/or services
- 1.2 Implement *recruitment processes* in line with organisation needs, resources and relevant legislation
- 1.3 Screen applications and conduct interviews to select appropriate applicants against identified criteria
- 1.4 Provide induction and initiate performance planning in line with requirements of organisation and work role

ELEMENT**PERFORMANCE CRITERIA****2. Manage staff development**

- 2.1 Establish systems and policies to support development of human resources to address issues in organisation development, change management, workforce planning and career management
- 2.2 Analyse organisation and staff needs and resources as a basis for identifying staff development priorities and strategies
- 2.3 Use benchmarking, strategic networking and research processes to anticipate ongoing staff development needs
- 2.4 Establish and maintain strategic networks with similar and associated organisations
- 2.5 Establish and maintain partnership arrangements with relevant providers of learning and development programs
- 2.6 Monitor social, political and economic trends or events which may impact the organisation's development strategies and respond appropriately

3. Manage *human resource issues* in a community services workplace

- 3.1 Manage financial and payroll issues relating to recruitment
- 3.2 Manage financial and payroll issues relating to staff development
- 3.3 Manage industrial relations issues in line with organisation's policies and procedures and legislative / regulatory requirements
- 3.4 Address stress management as an ongoing issue in the community services workplace
- 3.5 Manage contract work in the community services environment
- 3.6 Manage complex work groups and teams, including multi-disciplinary, multi-organisation and government/non-government combinations

ELEMENT**PERFORMANCE CRITERIA****4. Manage the workforce strategy**

4.1 Identify current capabilities and skill set within the workforce

4.2 Develop strategy to address gaps and desired future state of workforce

4.3 Guide staff development processes to address identified workforce development strategies and succession planning needs

4.4 Develop and implement projects to address gaps and desired future state of workforce

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:

- Models of good practice in human resource management
- Workforce development issues, trends and practices especially in the community services industry
- Organisation policies, procedures and principles in relation to human resource recruitment, development and management
- Strategic goals of the organisation and their implications for current and ongoing human resource requirements
- Human resource strategy and planning
- Equal employment opportunity, equity and diversity principles
- Jurisdictional legislation applying to human resources including occupational health and safety (OHS) and environment

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Establish and implement organisation policies and procedures in human resource management
- Analyse human resource requirements for a community services organisation
- Undertake staff recruitment, selection and induction to address identified needs in a community services organisation
- Use benchmarking, strategic networking and research processes to anticipate ongoing staff development needs
- Establish and maintain strategic networks
- Establish and maintain partnership arrangements with relevant providers of learning and development programs
- Monitor social, political and economic trends or events which may impact the

REQUIRED SKILLS AND KNOWLEDGE

organisation's development strategies and respond appropriately

- Manage human resource issues in a community services workplace
- Address industrial relations issues

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:

- Form and maintain relationships with staff and other stakeholders
- Explain complex ideas to different audiences and interpret and explain complex, formal documents and assisting others to apply them in the workplace
- Prepare written strategies requiring reasoning and precision of expression
- Apply OHS and environmental requirements in the context of human resource development
- Demonstrate application of high level skills in:
 - communication
 - reporting and record-keeping
 - dealing with diverse and/or specific cultural groups
 - liaison and networking

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 best assessed in the workplace or in a simulated workplace under the normal range of conditions
- Consistency in performance should consider the community services networking and liaison

EVIDENCE GUIDE

requirements within the workplace

- 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
 - Resource requirements for assessment of this unit include access to:
 - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment
- Method of assessment:*
- Assessment may include observations, questioning and evidence gathered from the workplace environment

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.

Recruitment processes include:

- Needs identification
- Developing selection criteria and processes
- Developing and implementing strategies for sourcing appropriate candidates
- Screening and reviewing applications
- Interviewing candidates
- Following up referees

Human resource issues may include:

- Performance management issues
- Financial and payroll issues
- Industrial relations issues
- Grievance issues
- Stress management issues
- Management of contract work
- Management of complex work groups, such as:
 - multi-disciplinary work teams
 - multi-organisation work combinations
 - government/non-government combinations
- Complaints about workers

Unit Sector(s)

Not Applicable