



Australian Government

Department of Education, Employment and Workplace Relations

CHCORG607C Manage workplace issues

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to implement appropriate people management processes and structures to maximise work outcomes

Application of the Unit

Application

The skills described in this unit may be applied across a range of community services workplace 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 planning and recruitment

PERFORMANCE CRITERIA

- 1.1 Assess staffing requirements and implement recommendations in the *context* of available resources and organisation priorities
- 1.2 Develop job specifications and position responsibilities through appropriate consultation and agreement
- 1.3 Recruit staff as required using timely and appropriate processes and providing all relevant documentation as required by the organisation

ELEMENT**PERFORMANCE CRITERIA****2. Manage work allocation**

- 2.1 Ensure work allocation optimises use of resources and existing competencies of staff
- 2.2 Clearly define, agree and communicate team and individual responsibilities and authority
- 2.3 Provide workers with appropriate access to, and supervision by, people best able to satisfy their agreed work and development needs
- 2.4 Where work allocations prove unrealistic or organisation demands change, make adjustments to minimise impact on resources and client service delivery
- 2.5 Put in place mechanisms to continually evaluate and improve work practices

3. Evaluate workgroup effectiveness

- 3.1 Provide constructive feedback in an appropriate way to maximise personal and organisation effectiveness and includes:
 - recognising performance and achievement and encouraging self assessment
 - keeping details of feedback sessions in line with organisation guidelines
 - encouraging individuals to take responsibility for their own decisions and actions
- 3.2 Ensure any staff *counselling* undertaken is within organisation guidelines and to address individual skill levels
- 3.3 Make referrals to counselling services as appropriate
- 3.4 Ensure all discussions with individuals to aim to encourage and assist them to take responsibility for their own decisions and actions
- 3.5 Undertake appropriate work to address areas of potential conflict in a timely way to minimise impact on workplace performance and relations
- 3.6 Implement appropriate mechanisms to ensure the workplace is safe and healthy and to minimise bias and discrimination

ELEMENT**PERFORMANCE CRITERIA****4. Implement *disciplinary and grievance procedures***

- 4.1 Ensure any disciplinary action taken meets organisation and legal requirements
- 4.2 Keep all records of such actions according to organisation policies and procedures
- 4.3 Implement appropriate grievance procedures
- 4.4 Seek advice from appropriate sources to address difficulties in implementing action or procedures, and provide feedback to contribute to evaluation processes

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:

- Organisation objectives, policies and procedures
- Human resource management theory, principles and practices

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Plan and recruit staff
- Allocate work
- Manage and facilitate team work
- Undertake coaching, counselling of staff
- Manage staff performance

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 in:
 - team management
 - effective interpersonal and communication skills
 - managing people
- Use and coordinate the use of relevant information technology effectively 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 and under the normal range of workplace conditions
This may include the use of languages other than English and alternative communication systems
- Assessment must include the range of management processes in the workplace
- Assessment may be conducted over more than one occasion or use material drawn from the workplace for a period of time

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
- Resource requirements for assessment of this unit include access to an appropriate workplace where assessment can be conducted

Method of assessment:

- Assessment may include observations, questioning and 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.

The context for managing people includes:

- Management of a work unit project team organisation
- Government/non government organisations

Managing people will be carried out within requirements established by:

- State and commonwealth legislation
- Agency policy and procedures
- Relevant program standards
- Recognised good human resource management practice

RANGE STATEMENT

Disciplinary and grievance procedures take place in a framework of:

- Statutory procedures
- Organisation procedures including joint agreements between employers and employees

Counselling is concerned with:

- Matters of a personal nature which affect the individual's behaviour at work

Unit Sector(s)

Not Applicable