



Australian Government

Department of Education, Employment and Workplace Relations

CHCORG621C Act as a resource to other services

Release: 1

CHCORG621C Act as a resource to other services

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required for a worker to act as a resource to other services

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. *Identify needs/issues* in consultation with the service

PERFORMANCE CRITERIA

- 1.1 Consult all relevant people/stakeholders to identify main issues and relevant *information*
- 1.2 Identify different perceptions about issues
- 1.3 Identify contextual pressures, restraints and resources relevant to issues
- 1.4 Identify areas of common understanding

ELEMENT**PERFORMANCE CRITERIA****2. Provide information and advice**

- 2.1 Develop appropriate and relevant information materials and provide in suitable formats and a timely manner to address issues and needs of services
- 2.2 Organise and facilitate meetings
- 2.3 Appropriately safeguard and develop the confidence of workers in the services
- 2.4 Recommend alternative processes/structures to improve the service
- 2.5 Develop and communicate innovative models for service delivery
- 2.6 Identify and recommend services which can offer additional advice or information
- 2.7 Provide appropriate information to extend people's awareness of potential outcomes and strategies

3. Develop and implement models and strategies, in consultation with the service

- 3.1 Discuss a range of options and develop an action plan with relevant people
- 3.2 Include in plan a process for review and follow up
- 3.3 Implement strategies with service personnel as requested and needed
- 3.4 Identify resources to implement the action plan and support the service to gain them
- 3.5 Provide demonstrations as required to assist implementation of new approaches
- 3.6 Provide appropriate support coaching to develop necessary competence
- 3.7 Undertake mediation and negotiation as required to assist in resolving any *conflict*

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:

- Management structures and processes relevant to the service type
- Industrial relations-explain/interpret award, rights and responsibilities of different parties, places to contact for advice
- Legislative requirements for service type
- The development of policies and procedures
- Employment processes
- Budgeting, taxation, superannuation, wages
- Role of external resource person
- Up-to-date knowledge of issues in the sector
- Group dynamics of teams
- Organisation cultures
- Occupational health and safety
- Resources required
- Relevant accreditation principles and service standards

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Integrate a range of current thinking and practice in the area of service delivery to define an operational framework which meets client needs and is consistent with organisation practice
- Act as an expert to influence others

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:

- Demonstrate application of skills in:
 - conflict resolution and mediation
 - monitoring, coaching, demonstrating
 - promotion of services
 - meetings-chair, facilitate
 - high level communication skills
 - developing written information resources, including effective use of relevant information technology in line with occupational health and safety (OHS) guidelines
 - research information that is required
 - reflective practice-awareness of personal bias
 - submission writing
 - lobbying

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 may be assessed on the job or under simulation
- Assessment may be conducted on one or more occasions but should include demonstration of the capacity to integrate a range of current thinking and practice in the area of service delivery to define an operational framework which meets client needs and is consistent with organisation practice and to act as an expert to influence others

EVIDENCE GUIDE

- 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

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.

Identify needs/issues in the service may be via:

- Observation of environment, interactions, practices, equipment, program
- Conversations
- Meetings
- Collecting and analysing data e.g. promotional materials, demographic information, policies, programs
- Analyse feedback from parents, community members etc.
- Visiting service

Issues and needs of services may include:

- Development of administration and management structures and processes
- Viability of service
- Establishment of service
- Communication difficulties
- Unresolved conflict
- Accountability

Information may be provided to the service through:

- Telephone
- Regional/local meetings
- Written materials
- Face-to-face

RANGE STATEMENT

Conflict may be between:

- Staff and management
- Service and sponsoring body
- Service and funding/legislative representative
- Staff and staff
- Service and community group

Unit Sector(s)

Not Applicable