



Australian Government

Department of Education, Employment and Workplace Relations

CHC50608 Diploma of Community Services Work

Release: 1

CHC50608 Diploma of Community Services Work

Modification History

Not Applicable

Description

This qualification addresses work in roles that usually involve service delivery, either direct client work and/or community education or development projects.

Workers at this level operate at an advanced skill level and may also have responsibility for the supervision of other staff and volunteers.

Occupational titles may include:

- Assessor
- Case coordinator
- Case worker or manager
- Client service assessor
- Community services worker
- Community worker
- Coordinator
- Coordinator family services
- Early intervention worker
- Family support worker
- Group facilitator / coordinator
- Pastoral care counsellor
- Pastoral care manager
- Program coordinator or manager
- Senior youth officer / chaplain
- Social welfare worker
- Support facilitator
- Welfare worker

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Entry requirements

To gain entry into *CHC50608 Diploma of Community Services Work* candidates must:

1. Be recognised as competent, through a recognised training program or recognition process, against the following core units of competency from *CHC40708 Certificate IV in Community Services Work*:

CHCCS411B Work effectively in the community sector

HLTHIR403C Work effectively with culturally diverse clients and co-workers

OR

2. Have sufficient relevant experience and knowledge of community work and/or community services to indicate likely success at this level of qualification in a job role involving:

- The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
- A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required and including work with culturally diverse clients and co-workers
- The exercise of discretionary judgement and decision making under general guidance.

Work application requirements

To be assessed as competent in this qualification, individual workers are required to undertake supervised work placements in a relevant community service delivery setting, involving, for example, direct client work or community education or development.

Evidence provided by the supervisor will contribute to assessment of the candidate's ability to work at this level.

Employability Skills Summary

Refer to the Topic: **Introduction to the Employability Skills Qualification Summaries**

Packaging Rules

PACKAGING RULES

18 units are required for award of this qualification including:

- 11 core units
- 7 elective units

A wide range of elective units is available, including:

- Group A electives of which one must be selected
- Group B electives of which one must be selected
- Group C elective which is recommended for culturally aware and respectful practice
- Other relevant electives listed below

- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, up to 3 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

Core units

CHCCD514A Implement community development strategies

CHCCM503C Develop, facilitate and monitor all aspects of case management

CHCCOM504A Develop, implement and promote effective workplace communication

CHCCS500A Conduct complex assessment and referral

CHCCSL501A Work within a structured counselling framework

CHCCW503A Work intensively with clients

CHCGROUP403D Plan and conduct group activities

CHCLD415A Confirm client developmental status

CHCLD514A Analyse impacts of sociological factors on clients in community work and services

CHCORG428A Reflect on and improve own professional practice

HLTOHS300B Contribute to OHS processes

Group A electives - one unit must be selected

One of the following units **must** be selected

CHCAD504A Provide advocacy and representation services

CHCAD603A Provide systems advocacy services

Group B electives - one unit must be selected

One of the following units **must** be selected

CHCCS502B Maintain legal and ethical work practices

CHCCS522A Address complex legal and ethical issues in professional practice (*Note pre-requisite CHCCS400B*)

CHCCSL508A Apply legal and ethical responsibilities in counselling practice

The importance of culturally aware and respectful practice

All workers undertaking community services work need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Community Services Training Package.

Group C - elective recommended for culturally aware and respectful practice

This qualification has been structured (through the Entry requirements) to provide a specific focus on culturally diverse clients. Where work also involves a specific focus on Aboriginal and/or Torres Strait Islander clients or communities, the following elective is recommended:

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify certain electives as required to address specific workplace needs.

Domestic and family violence electives

<u>CHCDFV402C</u>	<u>Manage own professional development in responding to domestic and family violence</u>
<u>CHCDFV404C</u>	<u>Promote community awareness of domestic and family violence</u>
<u>CHCDFV505C</u>	<u>Counsel clients affected by domestic and family violence</u>
<u>CHCDFV509C</u>	<u>Work with users of violence to effect change</u>
<u>CHCDFV510C</u>	<u>Facilitate workplace debriefing and support processes</u>

Settlement work electives

<u>CHCAD401D</u>	<u>Advocate for clients</u>
<u>CHCCM402D</u>	<u>Establish and monitor a case plan</u>
<u>CHCCS421A</u>	<u>Undertake community sector work within own community</u>
<u>CHCCS607D</u>	<u>Coordinate in-service assessment and response to address client needs</u>
<u>CHCSW401A</u>	<u>Work effectively with forced migrants</u>
<u>CHCSW402A</u>	<u>Undertake bicultural work with forced migrants in Australia</u>

Counselling and pastoral care electives

<u>CHCCSL502A</u>	<u>Apply specialist interpersonal and counselling interview skills</u>
<u>CHCCSL503A</u>	<u>Facilitate the counselling relationship</u>
<u>CHCCSL507A</u>	<u>Support clients in decision-making processes</u>
<u>CHCCSL509A</u>	<u>Reflect and improve upon counselling skills</u> (<i>Note pre-requisites</i>)
<u>CHCCSL501A, CHCCSL503A, CHCCSL507A</u>	
<u>PUADEFCH001B</u>	<u>Provide pastoral care</u>
<u>PUADEFCH002C</u>	<u>Provide ethical and pastoral advice</u>

Working with people with disabilities

<u>CHCDIS301B</u>	<u>Work effectively with people with a disability</u>
<u>CHCDIS302A</u>	<u>Maintain an environment to empower people with disabilities</u>
<u>CHCDIS322A</u>	<u>Support community participation and inclusion</u>
<u>CHCDIS400C</u>	<u>Provide care and support</u>
<u>CHCDIS404C</u>	<u>Design procedures for support</u>
<u>CHCDIS507C</u>	<u>Design and adapt surroundings to group requirements</u>
<u>CHCDIS509D</u>	<u>Maximise participation in work by people with disabilities</u>
<u>CHCDIS511A</u>	<u>Coordinate services for people with disabilities</u>

Working with children and young people

<u>CHCCHILD401A</u>	<u>Identify and respond to children and young people at risk</u>
<u>CHCCS521A</u>	<u>Assess and respond to individuals at risk of suicide</u>
<u>CHCYTH301E</u>	<u>Work effectively with young people</u>
<u>CHCYTH404D</u>	<u>Support young people in crisis</u> (<i>Note pre-requisite: CHCYTH301E</i>)
<u>CHCYTH506A</u>	<u>Provide services for young people appropriate to their needs and circumstances</u>
<u>CHCYTH608C</u>	<u>Manage service response to young people in crisis</u>

Working with people with mental health issues

<u>CHCCS521A</u>	<u>Assess and respond to individuals at risk of suicide</u>
<u>CHCMH408B</u>	<u>Provide interventions to meet the needs of consumers with mental health and AOD issues</u>
<u>CHCMH409A</u>	<u>Facilitate consumer, family and carer participation in the recovery process</u>
<u>CHCMH411A</u>	<u>Work with people with mental health issues</u>
<u>CHCMH504D</u>	<u>Provide a range of services to people with mental health issues</u>

Working with people with alcohol and other drug issues

<u>CHCAOD408A</u>	<u>Assess needs of clients with alcohol and/or other drugs issues</u>
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CHCAOD409D Provide alcohol and/or other drug withdrawal services

HLTFA301C Apply first aid

HLTFA402C Apply advanced first aid (Note pre-requisite: HLTFA301C)

Social housing electives

CHCCH427A Work effectively with people experiencing or at risk of homelessness

CHCCH428A Work effectively within the Australian housing system

CHCCH522A Undertake outreach work

Administration and coordination electives

CHCADMIN508B Manage limited budgets and financial accountabilities

CHCADMIN604B Manage the finances, accounts and resources of an organisation

CHCCD516A Work within organisation and government structures to enable community development outcomes

CHCCS400B Work within a relevant legal and ethical framework

CHCINF505C Meet statutory and organisation information requirements

CHCORG506D Coordinate the work environment

CHCORG525D Recruit and coordinate volunteers

CHCPOL504B Develop and implement policy

PSPMNGT605B Manage diversity

Evidence and research based practice

CHCPOL403B Undertake research activities

CHCPOL501A Access evidence and apply in practice

Community development electives

CHCCD505D Develop community resources

CHCCD508C Support community action

CHCCD509C Support community leadership

CHCCD606C Establish and develop community organisations

CHCCD615A Develop and implement community development strategies

CHCPOL505B Manage research activities

Community education electives

CHCCD402A Develop and provide community education projects

CHCCED311A Provide sexual and reproductive health information to clients

CHCCED511A Develop, implement and review sexual and reproductive health education programs

CHCCS414A Provide education and support on parenting, health and well being

CHCPROM502B Implement health promotion and community intervention

Financial, language, literacy and numeracy electives

CHCFLE301A Work with clients needing financial literacy education

CHCFLE302A Educate clients in fundamental financial literacy skills

CHCFLE303A Educate clients to understand debt and consumer credit

CHCLLN403A Identify clients with language, literacy and numeracy needs and respond effectively

Oral health

CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health

CHCOHC402A Support and encourage clients and groups to learn practical aspects of oral health care

Unit Grid

CHCAD401D Advocate for clients
CHCAD504A Provide advocacy and representation services
CHCAD603A Provide systems advocacy services
CHCADMIN508B Manage limited budgets and financial accountabilities
CHCADMIN604B Manage the finances, accounts and resources of an organisation
CHCAOD408A Assess needs of clients with alcohol and/or other drugs issues
CHCAOD409D Provide alcohol and/or other drug withdrawal services
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CHCCD516A Work within organisation and government structures to enable community development outcomes
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CHCCS414A Provide education and support on parenting, health and well being
CHCCS421A Undertake community sector work within own community
CHCCS500A Conduct complex assessment and referral
CHCCS502B Maintain legal and ethical work practices
CHCCS521A Assess and respond to individuals at risk of suicide
CHCCS522A Address complex legal and ethical issues in professional practice
CHCCS607D Coordinate in-service assessment and response to address client needs
CHCCSL501A Work within a structured counselling framework
CHCCSL502A Apply specialist interpersonal and counselling interview skills
CHCCSL503A Facilitate the counselling relationship
CHCCSL507A Support clients in decision-making processes
CHCCSL508A Apply legal and ethical responsibilities in counselling practice
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CHCDFV402C Manage own professional development in responding to domestic and family violence
CHCDFV404C Promote community awareness of domestic and family violence
CHCDFV505C Counsel clients affected by domestic and family violence
CHCDFV509C Work with users of violence to effect change

CHCDFV510C Facilitate workplace debriefing and support processes
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CHCDIS404C Design procedures for support
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CHCLD514A Analyse impacts of sociological factors on clients in community work and services
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CHCMH504D Provide a range of services to people with mental health issues
CHCOHC401A Inform and encourage clients and groups to understand and achieve good oral health
CHCOHC402A Support clients and groups to learn practical aspects of oral health care
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CHCORG506D Coordinate the work environment
CHCORG525D Recruit and coordinate volunteers
CHCPOL403B Undertake research activities
CHCPOL501A Access evidence and apply in practice
CHCPOL504B Develop and implement policy
CHCPOL505B Manage research activities
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CHCSW402A Undertake bicultural work with forced migrants in Australia
CHCYTH301E Work effectively with young people
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CHCYTH608C Manage service response to young people in crisis
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HLTFA402C Apply advanced first aid
HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people
HLTOHS300B Contribute to OHS processes
PSPMNGT605B Manage diversity
PUADEFCH001B Provide pastoral care

PUADEFCH002C Provide ethical and pastoral advice