



CHC30802

Certificate III in Community Services Work - Course Outline

CHCCOM2B Communicate appropriately with clients and colleagues

Exercising effective communication skills in the workplace.

CHCORG3B Participate in the work environment

Working effectively as an individual and in work groups to contribute to achievement of organisational objectives.

CHCCS405A Work effectively with culturally diverse clients and co-workers

This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures.

CHCINF2B Maintain organisation's information systems

Collecting, storing and providing accurate and current information to clients.

CHCCS401A Facilitate cooperative behaviour

This unit is concerned with the competencies required to respond to unacceptable behaviour and support responsibility for behaviour management and change.

CHCCS402A Respond holistically to client issues

The focus of the work is assisting clients to address their own issues.

On completion of this unit, the worker will be able to respond appropriately to clients that have complex issues outside and in addition to the area of immediate focus, expertise or interests of the worker and their organisation. For instance, the worker might work for an agency, and possess relevant competence, in the area of child protection, but will still be able to identify when say alcohol and other drug issues are important in the life of a presenting client. Completion of the unit will also provide the worker with competence to make decisions as to whether to refer or retain the client.

The worker will first be able to make a decision as to whether a brief intervention is appropriate (instead of an immediate referral). The worker will be able to implement and monitor brief intervention strategies in a variety of community service contexts, with the primary aim of helping the client accept the intervention.

CHCOHS301A Participate in workplace safety procedures

On completion of this unit, the worker will be able to identify occupational health and safety hazards, and assess risk, as well as follow instructions and procedures in the workplace with minimal supervision. The worker will also be capable of participating and contributing to OHS management issues.

CHCCD12D Apply a community development framework

This unit reflects skills and knowledge required for working within a community development framework. A community development framework may include of a range of methods designed to strengthen and develop communities by enhancing individual and group capacity to confidently engage with community structures and to address problems and issues.

CHCCS301A Work within a legal and ethical framework

This unit describes the knowledge and skills required by the workers to work within a legal and ethical framework that supports duty of care requirements.

CHCDIS1C Orientation to disability work

This unit is intended to provide an introduction to working with people with a disability.

CHCAC3C Orientation to aged care work

This unit describes the roles and responsibilities by the worker in their role as a carer to perform work that reflects an understanding of the structure and profile of the residential aged care sector and key issues facing older people in the community.

This unit applies to all workers in the aged care sector, or those working with older people.

CHCAD1C Advocate for clients

Supporting clients to voice their opinions or needs and to ensure their rights are upheld.

CHCINF8B Comply with information requirements of the aged care and community care sectors

This unit describes the knowledge and skills required by the worker to undertake administrative duties of the role including documenting in client records and contribute to the development and monitoring of service delivery plans in accordance with organisational and duty of care requirements.

