

CHC30802 Certificate III in Community Services Work

This qualification applies to community work delivered through a broad range of services which provide support to individuals and groups. This level is appropriate for support workers, caseworkers and client contact officers. Generally, these positions:

- Have direct contact with clients
- Identify presenting needs
- Refer to appropriate services and support

At this level support workers and case-workers may provide day to day support in community settings and/or provide assistance with entitlements and benefits under the broad direction of others. Emotional and practical support may be provided face to face or over the telephone to assist the client and enable an accurate referral to be achieved.

Specialist areas at Certificate III include an orientation to working with individuals with special needs such as mental health issues, domestic violence, disability and child protection.

Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

Occupational names may include:

- Client contact
- Support Worker (community based with an orientation toward any or a number of the following: youth, women, families, domestic violence, child protection)
- Case Worker (community based with an orientation toward any or a number of the following: youth, women, families, cultural harmony)
- Assistant Community Workers (focussing on community health primarily in an Indigenous community)
- Youth Housing Support Worker
- Neighbourhood Centre Worker
- Intake and Referral Worker (Aboriginal)
- Youth Case Worker (community health service setting – non residential)
- Indigenous Youth Worker
- Recreational Activities Officer (weekend)
- Youth Worker
- Juvenile Justice Officer
- Community Care Worker
- Juvenile Justice Officer (community)
- Juvenile Justice Court Officer
- AOD Worker
- Residential Support Worker

Packaging Rules

13 units must be selected for this qualification including:

- 11 compulsory units (9 units plus 2 units from group 1)
- 2 elective units

Compulsory

[CHCADMIN5A](#) [Work within the administration protocols of the organisation](#)

[CHCCD12C](#) [Apply a community development framework](#)

[CHCCOM2B](#) [Communicate appropriately with clients and colleagues](#)

[CHCCS301A](#) [Work in a legal and ethical framework](#)

[CHCCS401A](#) [Facilitate co-operative behaviour](#)

[CHCCS402A](#) [Respond holistically to client issues](#)

[CHCINF2B](#) [Maintain organisation's information systems](#)

[CHCORG3B](#) [Participate in the work environment](#)

And one of the following units:

[CHCOHS301A](#) [Participate in workplace safety procedures](#) **OR**

[CHCOHS302A](#) [Participate in safety procedures for direct care work](#)

AND any TWO units are required from the Group 1:

GROUP 1

[CHCAD1C](#) [Advocate for clients](#)

[CHCCHILD1C](#) [Identify and respond to children and young people at risk of harm](#)

[CHCCS8A](#) [Provide first point of contact](#)

[CHCNET1C](#) [Participate in networks](#)

[CHCGROUP2C](#) [Support group activities](#)

[CHCINF8A](#) [Comply with information requirements of the aged care and community care sectors](#)

[HLTCSD6A](#) [Respond effectively to difficult or challenging behaviour](#) **OR**

[CHCDIS15A](#) [Provide behaviour support](#)

Electives

Two elective units may be selected from the units listed below, from other Community Services Training Package units available at this or higher levels, or from other relevant National Training Package units available at Certificate III and enterprise specific units.

Note 1: Where national enterprise units are included as options, these must be nationally endorsed (see introduction regarding new units and customisation).

GROUP 2

TWO of the following:

[CHCAOD2B](#) [Orientation to alcohol and other drugs work](#)

[CHCAOD6B](#) [Work with clients who are intoxicated](#)

[CHCAOD7B](#) [Provide needle exchange services](#)

[CHCCS9A](#) [Provide support services to clients](#)

GROUP 3

TWO of the following:

- [CHCYTH1C](#) [Work effectively with young people](#)
- [CHCYTH2C](#) [Provide care and protection for young people](#)
- [CHCYTH3C](#) [Support young people to address their circumstances](#)
- [CHCYTH5C](#) [Support youth programs](#)
- [CHCYTH7C](#) [Respond to critical situations](#)

GROUP 4

- [CHCCHILD2C](#) [Support the rights and safety of children within duty of care requirements](#) AND
- [CHCPROT9C](#) [Provide primary/residential care](#)

GROUP 5

TWO of the following:

- [CHCDFV1B](#) [Recognise and respond to domestic and family violence](#)
- [CHCDFV3B](#) [Provide crisis intervention and support to those experiencing domestic and family violence](#)
- [CHCDFV8B](#) [Provide support to children affected by domestic and family violence](#)

GROUP 6

TWO of the following:

- [CHCDIS1B](#) [Orientation to disability work](#)
- [CHCDIS2B](#) [Maintain an environment designed to empower people with disabilities](#)
- [CHCDIS3C](#) [Provide services to people with disabilities](#)

GROUP 7

TWO of the following:

- [CHCAC1C](#) [Provide support to an older person](#)
- [CHCAC2C](#) [Provide personal care](#)
- [CHCAC3C](#) [Orientation to aged care work](#)
- [CHCAC17A](#) [Support the older person to maintain their independence](#)
- [CHCINF8A](#) [Comply with information requirements of the aged care and community care sectors](#)

GROUP 8

- [CHCMH1B](#) [Orientation to mental health work](#) AND
- [CHCCS9A](#) [Provide support services to clients](#)

GROUP 9

TWO of the following:

- [HLTHIR4A](#) [Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations](#)
- [CHCCD1B](#) [Support community participation](#)
- [CHCCS405A](#) [Work effectively with culturally diverse clients and co-workers](#)

<u>HLTFA1A</u>	<u>Apply basic First Aid</u>
<u>HLTFA2A</u>	<u>Apply advanced First Aid</u>
<u>HLTFA3A</u>	<u>Maintain First Aid equipment and resources</u>
<u>CHCORG25B</u>	<u>Recruit and co-ordinate volunteers</u>
<u>CHCTC1A</u>	<u>Deliver a service consistent with the organisation's mission and values</u>
<u>BSBCMN206A</u>	<u>Process and maintain workplace information</u>

The following is suggested competency groupings for different job roles:

Alcohol and other Drugs Work

Client Support Worker, needle and syringe exchange worker

[CHCAOD2B](#) [Orientation to the alcohol and other drugs work](#)

AND

Any one of the following:

[CHCCS9A](#) [Provide support services to clients](#)

[HLTFA2A](#) [Apply advanced First Aid](#)

[CHCAOD6B](#) [Work with clients who are intoxicated](#) **OR**

[CHCAOD7B](#) [Provide needle exchange services](#)

Youth Work

Youth Workers in a range of community based programs designed to address the social, behavioural, health, welfare, developmental and protection needs of young people.

[CHCYTH1C](#) [Work effectively with young people](#)

AND

Any one of the following:

[CHCYTH3C](#) [Support young people to address their circumstances](#) **OR**

[CHCYTH5C](#) [Support youth programs](#) **OR**

[CHCYTH2C](#) [Provide care and protection for young people](#) **OR**

[CHCYTH7C](#) [Respond to critical situations](#)

Mental Health Worker

[CHCMH1B](#) [Orientation to mental health work](#)

AND one of the following units:

[CHCCS9A](#) [Provide support services to clients](#)

[CHCAOD2B](#) [Orientation to the alcohol and other drugs work](#)

[CHCYTH1C](#) [Work effectively with young people](#)

[CHCDFV1B](#) [Recognise and respond to domestic and family violence](#)

[CHCDIS1B](#) [Orientation to disability work](#)

[CHCAC3C](#) [Orientation to aged care work](#)

[CHCCHILD2C](#) [Support the rights and safety of children within duty of care requirements](#)

[HLTHIR4A](#) [Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations](#)

[HLTFA2A](#) [Apply advanced First Aid](#)

HLTFA3A Maintain First Aid equipment and resources

Support Worker (family and domestic violence)

CHCDFV3B Provide crisis intervention and support to those experiencing domestic and family violence

CHCDFV1B Recognise and respond to domestic and family violence

CHCDFV8B Provide support to children affected by domestic and family violence

Client Contact Worker

CHCORG25B Recruit and co-ordinate volunteers

CHCTC1A Deliver a service consistent with the organisation's mission and values

CHCADMIN3B Undertake administrative work

CHCAD2B Support the interests, rights and needs of clients within duty of care requirements

Assistant Community Worker

CHCDFV6B Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities

CHCCD2B Provide community education projects **OR**

CHCHPROM2A Implement health promotion and community intervention

Support Worker/Case Worker – Community Based

CHCAOD2B Orientation to the alcohol and other drugs work

CHCYTH1C Work effectively with young people

CHCDFV1B Recognise and respond to domestic and family violence

CHCDIS1B Orientation to disability work

CHCAC3C Orientation to aged care work

CHCMH1B Orientation to mental health work