

## COMMUNITY SERVICES and DEVELOPMENT

### CHC40708 Certificate IV in Community Services Work

This qualification covers workers who provide a range of services and interventions to clients, and/or who implement community education and interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services and workers may have supervisory responsibilities.

The qualification:

- Defines knowledge and skills required by support workers and case workers who work autonomously under the broad guidance of others
- Refers to specific knowledge of a client group and appropriate intervention processes applied in residential and community settings.

On completion of this qualification the worker will be able to design and deliver programs that aim to enhance the well being of individuals and groups.

**Occupational titles** may include:

- Case worker
- Community services worker
- Community support worker
- Domestic violence worker
- Early intervention homelessness worker
- Family support worker
- Health education officer
- Outreach officer
- Support worker
- Welfare support worker
- Welfare worker

#### PACKAGING RULES

14 units must be selected for this qualification including:

- 10 compulsory units
- 4 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- 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, units of competency packaged at this level or higher in other relevant Training Packages

#### Compulsory units

- [CHCCD412A](#) [Work within a community development framework](#)
- [CHCCHILD401A](#) [Identify and respond to children and young people at risk](#)
- [CHCCOM403A](#) [Use targeted communication skills to build relationships](#)
- [CHCCS400A](#) [Work within a relevant legal and ethical framework](#)
- [CHCCS411A](#) [Work effectively in the community sector](#)

<a href="#">CHCCS412D</a>	<a href="#">Deliver and develop client services</a>
<a href="#">CHCCS422A</a>	<a href="#">Respond holistically to client issues and refer appropriately</a>
<a href="#">CHCORG405C</a>	<a href="#">Maintain an effective work environment</a>
<a href="#">HLTHIR403B</a>	<a href="#">Work effectively with culturally diverse clients and co-workers</a>
<a href="#">HLTOHS300A</a>	<a href="#">Contribute to OHS processes</a>

### **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.

In addition, this qualification has been structured 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, candidates are recommended to select the following unit:

<a href="#">HLTHIR404B</a>	<a href="#">Work effectively with Aboriginal and/or Torres Strait Islander people</a>
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### **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 that certain electives are required to address specific workplace needs.

#### **Case work and case management electives**

<a href="#">CHCCM401D</a>	<a href="#">Undertake case management</a>
<a href="#">CHCCM402D</a>	<a href="#">Establish and monitor a case plan</a>
<a href="#">CHCCM404A</a>	<a href="#">Undertake case management for clients with complex needs</a>
<a href="#">CHCCM503C</a>	<a href="#">Develop, facilitate and monitor all aspects of case management</a>

#### **Administration electives**

<a href="#">BSBWOR204A</a>	<a href="#">Use business technology</a>
<a href="#">CHCADMIN305D</a>	<a href="#">Work within the administration protocols of the organisation</a>
<a href="#">CHCADMIN403C</a>	<a href="#">Undertake administrative work</a>
<a href="#">CHCPOL402B</a>	<a href="#">Contribute to policy development</a>
<a href="#">CHCPOL403B</a>	<a href="#">Undertake research activities</a>

#### **Advocacy electives**

<a href="#">CHCAD401D</a>	<a href="#">Advocate for clients</a>
<a href="#">CHCAD402D</a>	<a href="#">Support the interests, rights and needs of clients within duty of care requirements</a>
<a href="#">CHCNET301D</a>	<a href="#">Participate in networks</a>
<a href="#">CHCNET404A</a>	<a href="#">Facilitate links with other services</a>

### **Client service electives**

<a href="#">CHCCS401B</a>	<a href="#">Facilitate responsible behaviour</a>
<a href="#">CHCCS403B</a>	<a href="#">Provide brief intervention</a>
<a href="#">CHCCS404B</a>	<a href="#">Facilitate family intervention strategies</a>
<a href="#">CHCCS407B</a>	<a href="#">Operate referral procedures</a>
<a href="#">CHCCS414A</a>	<a href="#">Provide education and support on parenting, health and well being</a>
<a href="#">CHCCS503A</a>	<a href="#">Develop, implement and review services and programs to meet client needs</a>
<a href="#">CHCCS506A</a>	<a href="#">Promote and respond to workplace diversity</a>
<a href="#">CHCCS521A</a>	<a href="#">Assess and respond to individuals at risk of suicide</a>
<a href="#">CHCCS604A</a>	<a href="#">Manage the delivery of quality services to clients</a>
<a href="#">CHCPROT409D</a>	<a href="#">Provide primary residential care</a>
<a href="#">CHCPROT411C</a>	<a href="#">Provide for care and protection of clients in specific need</a>
<a href="#">CHCRF402B</a>	<a href="#">Provide intervention support to children and families</a>
<a href="#">HLTCS306B</a>	<a href="#">Respond effectively to difficult or challenging behaviour</a>
<a href="#">HLTHIR404B</a>	<a href="#">Work effectively with Aboriginal and/or Torres Strait Islander people</a>

### **Community work electives**

<a href="#">CHCCD307C</a>	<a href="#">Support community resources</a>
<a href="#">CHCCD401D</a>	<a href="#">Support community participation</a>
<a href="#">CHCCD404D</a>	<a href="#">Develop and implement community programs</a>
<a href="#">CHCCD413D</a>	<a href="#">Work within specific communities</a>
<a href="#">CHCCD420A</a>	<a href="#">Work to empower Aboriginal and/or Torres Strait Islander communities</a>
<a href="#">CHCCED311A</a>	<a href="#">Provide sexual and reproductive health information to clients</a>
<a href="#">CHCCED511A</a>	<a href="#">Develop, implement and review sexual and reproductive health education programs</a>
<a href="#">CHCCS421A</a>	<a href="#">Undertake community sector work within own community</a>
<a href="#">CHCGROUP403D</a>	<a href="#">Plan and conduct group activities</a>
<a href="#">CHCINF407C</a>	<a href="#">Meet information needs of the community</a>
<a href="#">CHCPROM502B</a>	<a href="#">Implement health promotion and community intervention</a>

### **Domestic and family violence**

<a href="#">CHCDFV301A</a>	<a href="#">Recognise and respond appropriately to domestic and family violence</a>
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### **Settlement work**

<a href="#">CHCCH427A</a>	<a href="#">Work effectively with people experiencing or at risk of homelessness</a>
<a href="#">CHCCS421A</a>	<a href="#">Undertake community sector work within own community</a>
<a href="#">CHCSW401A</a>	<a href="#">Work effectively with forced migrants</a>
<a href="#">CHCSW402A</a>	<a href="#">Undertake bicultural work with forced migrants in Australia</a>
<a href="#">TAADEL403B</a>	<a href="#">Facilitate individual learning</a>

### **Working with children and young people**

<a href="#">CHCCHILD404A</a>	<a href="#">Support the rights and safety of children and young people</a>
<a href="#">CHCYTH301D</a>	<a href="#">Work effectively with young people</a>
<a href="#">CHCYTH402A</a>	<a href="#">Work effectively with young people in the youth work context</a>
<a href="#">CHCYTH404D</a>	<a href="#">Support young people in crisis (Note pre-requisite: <a href="#">CHCYTH301D</a>)</a>
<a href="#">CHCYTH511A</a>	<a href="#">Work effectively with young people and their families</a>

### **Working with people with alcohol and other drug issues**

- [CHCAOD402A](#) [Work effectively in the alcohol and other drugs sector](#)
- [CHCAOD407D](#) [Provide needle and syringe services](#)
- [CHCAOD408A](#) [Assess needs of clients with alcohol and/or other drugs issues](#)
- [CHCAOD409D](#) [Provide alcohol and/or other drug withdrawal services](#)
- [HLTFA301B](#) [Apply first aid](#)
- [HLTFA402B](#) [Apply advanced first aid \(Note pre-requisite: \[HLTFA301B\]\(#\)\)](#)

### **Working with older people**

- [CHCAC416A](#) [Facilitate support responsive to the specific nature of dementia](#)
- [CHCAC417A](#) [Implement interventions with older people at risk of falls](#)
- [CHCPA402B](#) [Plan for and provide care services using a palliative approach](#)

### **Working with people with disabilities**

- [CHCCS413A](#) [Support individuals with autism spectrum disorder](#)
- [CHCDIS301A](#) [Work effectively with people with a disability](#)
- [CHCDIS410A](#) [Facilitate community participation and inclusion](#)
- [CHCDIS411A](#) [Communicate using augmentative and alternative communication strategies](#)

### **Working with people with mental health issues**

- [CHCMH402A](#) [Apply understanding of mental health issues and recovery processes](#)

### **Team coordination and supervision**

- [CHCCS417A](#) [Provide support and care relating to suicide bereavement](#)
- [CHCCS426A](#) [Provide support and care relating to loss and grief](#)
- [CHCORG406A](#) [Supervise work](#)
- [CHCORG423A](#) [Maintain quality service delivery](#)

### **Social housing work**

- [CHCCH301A](#) [Work effectively in social housing](#)
- [CHCCH410A](#) [Manage and maintain tenancy agreements and services](#)
- [CHCCS416A](#) [Assess and provide services for clients with complex needs](#)

### **Homelessness support**

- [CHCCH301A](#) [Work effectively in social housing](#)
- [CHCCH427A](#) [Work effectively with people experiencing or at risk of homelessness](#)
- [CHCCS416A](#) [Assess and provide services for clients with complex needs](#)

### **Financial literacy education**

- [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](#)