

CHC40902 Certificate IV in Community Services Work

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

This qualification defines the knowledge and skills for support workers and case-workers who work autonomously under the broad guidance of others. This qualification refers to specific knowledge of a client group and appropriate intervention processes applied in residential and community settings. At the completion of this qualification the student will be able to design and deliver programs that aim to enhance individual and groups well-being.

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:

- Community Support Worker
- Case Worker
- Support Worker
- Welfare Support Worker
- Family Support Worker
- Drug and Alcohol Counsellor
- Detoxification Worker
- Drug and Alcohol Worker
- Health Education Officer
- Outreach Officer
- Mental Health Worker
- Domestic Violence Worker

Packaging Rules

14 units must be selected for this qualification including:

- 9 compulsory units
- 5 elective units

Compulsory

<u>CHCCD12C</u>	<u>Apply a community development framework</u>
<u>CHCCOM3C</u>	<u>Utilise specialist communication skills to build strong relationships</u>
<u>CHCCS2C</u>	<u>Deliver and develop client services</u>
<u>CHCCS301A</u>	<u>Work within a legal and ethical framework</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>

And one of the following pairs of units:

CHCINF2B Maintain organisation's information systems **OR**

<u>BSBCMN206A</u>	<u>Process and maintain workplace information</u>
<u>CHCOHS301A</u>	<u>Participate in workplace safety procedures</u> OR
<u>CHCOHS401A</u>	<u>Implement and monitor OHS policies and procedures for a workplace</u>

Electives

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 IV 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).

<u>CHCAC3C</u>	<u>Orientation to aged care work</u>
<u>CHCAD1C</u>	<u>Advocate for clients</u>
<u>CHCAD2B</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>
<u>CHCAOD7B</u>	<u>Provide needle exchange services</u>
<u>CHCAOD8C</u>	<u>Assess the needs of clients who have alcohol and/or other drugs issues</u>
<u>CHCAOD9C</u>	<u>Provide alcohol and/or other drug withdrawal services</u>
<u>CHCCD13B</u>	<u>Work within specific communities</u>
<u>CHCCD1B</u>	<u>Support community participation</u>
<u>CHCCD4B</u>	<u>Develop and implement community programs</u>
<u>CHCCHILD1C</u>	<u>Identify and respond to children and young people at risk of harm</u>
<u>CHCCHILD2C</u>	<u>Support the rights and safety of children within duty of care requirements</u>
<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>
<u>CHCCS3C</u>	<u>Co-ordinate the provision of services and programs</u>
<u>CHCCS401A</u>	<u>Facilitate co-operative behaviour</u>
<u>CHCCS403A</u>	<u>Provide brief intervention</u>
<u>CHCCS404A</u>	<u>Facilitate family intervention strategies</u>
<u>CHCCS406A</u>	<u>Provide education and support on health, wellbeing and parenting</u>
<u>CHCCS407A</u>	<u>Operate referral procedures</u>
<u>CHCCS4C</u>	<u>Manage the delivery of quality client service</u>
<u>CHCDFV1B</u>	<u>Recognise and respond to domestic and family violence</u>
<u>CHCDFV3B</u>	<u>Provide crisis intervention and support to those experiencing domestic and family violence</u>
<u>CHCDFV4B</u>	<u>Promote community awareness of domestic and family violence</u>
<u>CHCDFV6B</u>	<u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u>

<u>CHCDFV7B</u>	<u>Provide domestic and family violence support in non-English speaking background communities</u>
<u>CHCDFV8B</u>	<u>Provide support to children affected by domestic and family violence</u>
<u>CHCDIS1B</u>	<u>Orientation to disability work</u>
<u>CHCDIS6C</u>	<u>Plan and implement community integration</u>
<u>CHCFIN1A</u>	<u>Provide information and support to assist clients to manage personal and household finances</u>
<u>CHCFIN2A</u>	<u>Determine client needs in respect to financial issues</u>
<u>CHCGROUP3C</u>	<u>Plan and conduct group activities</u>
<u>CHCHPROM2A</u>	<u>Implement health promotion and community intervention</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCCS501A</u>	<u>Assess and respond to individuals at risk of self-harm or suicide</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCPOL2A</u>	<u>Contribute to policy development</u>
<u>CHCPOL3A</u>	<u>Undertake research activities</u>
<u>CHCPROT11B</u>	<u>Prepare for care and protection of clients in specific need</u>
<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>
<u>CHCYTH10A</u>	<u>Work effectively with the families of young people</u>
<u>CHCYTH2C</u>	<u>Provide care and protection to young people</u>
<u>CHCYTH4C</u>	<u>Support young people in crisis</u>
<u>HLTHIR4A</u>	<u>Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations</u>

Some suggested groupings of electives to match job roles:

Community Worker (eg Neighbourhood Case Worker)

<u>CHCCD4B</u>	<u>Develop and implement community programs</u>
<u>CHCGROUP3C</u>	<u>Plan and conduct group activities</u>
<u>CHCCD13B</u>	<u>Work within specific communities</u>
<u>CHCCD7B</u>	<u>Support community resources</u>
<u>CHCCD1B</u>	<u>Support community participation</u>
<u>HLTHIR4A</u>	<u>Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations</u>
<u>HLTHIR3A</u>	<u>Work effectively with culturally diverse clients, customers and co-workers</u>

Family Worker, Women's Support Worker, Support Worker, Welfare Support Worker

<u>CHCCM2C</u>	<u>Establish and monitor a case plan</u>
<u>HLTCSD6A</u>	<u>Respond effectively to difficult or challenging behaviour</u>
<u>HLTHIR4A</u>	<u>Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations</u>

<u>HLTHIR3A</u>	<u>Work effectively with culturally diverse clients, customers and co-workers</u>
<u>CHCDFV4B</u>	<u>Promote community awareness of domestic and family violence</u>
<u>CHCDFV6B</u>	<u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u>
<u>CHCDFV7B</u>	<u>Provide domestic and family violence support in non-English speaking background communities</u>
<u>CHCDFV8B</u>	<u>Provide support to children affected by domestic and family violence</u>
<u>CHCDIS6C</u>	<u>Plan and implement community integration</u>
<u>CHCRF2A</u>	<u>Provide intervention support to children and families</u>

Client Contact

<u>CHCADMIN3B</u>	<u>Undertake administrative work</u>
<u>CHCNET1C</u>	<u>Participate in networks</u>
<u>CHCAD2B</u>	<u>Support for the interests, rights and needs of clients within duty of care requirements</u>

Relevant Business Service Training Package units

Support Worker/Case Worker – Community Based

<u>CHCDFV8B</u>	<u>Provide support to children affected by domestic and family violence</u>
<u>CHCAD2B</u>	<u>Support for the interests, rights and needs of clients within duty of care requirements</u>
<u>HLTHIR4A</u>	<u>Work effectively in a cross cultural context with Aboriginal and Torres Strait Islander people and organisations</u>
<u>CHCAD1C</u>	<u>Advocate for clients</u>

Support Worker – Residential Base

<u>CHCROT8C</u>	<u>Respond to a report of risk or harm made to a statutory body</u>
<u>CHCROT9C</u>	<u>Provide primary/residential care</u>
<u>CHCCS409A</u>	<u>Meet the dietary and nutritional needs of clients in a culturally appropriate manner</u>