

## MANAGEMENT

### CHC42002 Certificate IV Community Services (Service Co-ordination)

Workers in this occupational group work in residential facilities, group homes, community agencies and government departments. These workers apply knowledge and skills gained through qualifications or previous experience to resolve problems within organisational guidelines. These workers coordinate specific programs and/or projects and supervise and/or coordinate a limited number of lower classified workers or volunteers and report to service managers. They undertake a first line management role. 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:

- Assistant Manager
- Community Care Worker
- Residential Respite Officer
- Co-ordinator Community Care
- Co-ordinator
- Respite Co-ordinator
- Care Co-ordinator
- Options Co-ordinator
- Unit Co-ordinator
- Program Co-ordinator
- Volunteer Co-ordinator
- Activities Program Co-ordinator
- Local Area Co-ordinator (supervisor)
- House Co-ordinator
- Shift Supervisor
- Supervisor
- Unit Manager

#### Packaging Rules

15 units must be selected for this qualification including:

- 12 compulsory units
- 3 elective units

#### Compulsory

- [CHCCD12C](#) [Apply a community development framework](#)
- [CHCCOM3C](#) [Utilise specialist communication skills to build strong relationships](#)
- [CHCCS301A](#) [Work within a legal and ethical framework](#)
- [CHCCS3C](#) [Co-ordinate the provision of services and programs](#)
- [CHCCS401A](#) [Facilitate co-operative behaviour](#)
- [CHCCS402A](#) [Respond holistically to client issues](#)
- [CHCINF2B](#) [Maintain organisation's information systems](#)
- [CHCOHS401A](#) [Implement and monitor OHS policies and procedures for a workplace](#)

<a href="#"><u>CHCORG23A</u></a>	<a href="#"><u>Co-ordinate work</u></a>
<a href="#"><u>CHCCS12A</u></a>	<a href="#"><u>Develop a service delivery strategy</u></a>
<a href="#"><u>CHCCS405A</u></a>	<a href="#"><u>Work effectively with culturally diverse clients and co-workers</u></a>
<a href="#"><u>CHCNET4A</u></a>	<a href="#"><u>Work with other services</u></a>

### **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).

<a href="#"><u>BSBCMN206A</u></a>	<a href="#"><u>Process and maintain workplace information</u></a>
<a href="#"><u>BSBMGT609A</u></a>	<a href="#"><u>Manage risk</u></a>
<a href="#"><u>CHCAC3C</u></a>	<a href="#"><u>Orientation to aged care work</u></a>
<a href="#"><u>CHCAD2B</u></a>	<a href="#"><u>Support for the interests, rights and needs of clients within duty of care requirements</u></a>
<a href="#"><u>CHCADMIN3B</u></a>	<a href="#"><u>Undertake administrative work</u></a>
<a href="#"><u>CHCAOD7B</u></a>	<a href="#"><u>Provide needle exchange services</u></a>
<a href="#"><u>CHCAOD8C</u></a>	<a href="#"><u>Assess the needs of clients who have alcohol and/or other drugs issues</u></a>
<a href="#"><u>CHCAOD9C</u></a>	<a href="#"><u>Provide alcohol and/or other drug withdrawal services</u></a>
<a href="#"><u>CHCCD13B</u></a>	<a href="#"><u>Work within specific communities</u></a>
<a href="#"><u>CHCCD1B</u></a>	<a href="#"><u>Support community participation</u></a>
<a href="#"><u>CHCCD4B</u></a>	<a href="#"><u>Develop and implement community programs</u></a>
<a href="#"><u>CHCCHILD1C</u></a>	<a href="#"><u>Identify and respond to children and young people at risk of harm</u></a>
<a href="#"><u>CHCCS303A</u></a>	<a href="#"><u>Provide physical assistance with medication</u></a>
<a href="#"><u>CHCDFV1B</u></a>	<a href="#"><u>Recognise and respond to domestic and family violence</u></a>
<a href="#"><u>CHCDFV4B</u></a>	<a href="#"><u>Promote community awareness of domestic and family violence</u></a>
<a href="#"><u>CHCDFV6B</u></a>	<a href="#"><u>Provide domestic and family violence support in Aboriginal and Torres Strait Islander communities</u></a>
<a href="#"><u>CHCDFV7B</u></a>	<a href="#"><u>Provide domestic and family violence support in non-English speaking background communities</u></a>
<a href="#"><u>CHCDFV8B</u></a>	<a href="#"><u>Provide support to children affected by domestic and family violence</u></a>
<a href="#"><u>CHCDIS1B</u></a>	<a href="#"><u>Orientation to disability work</u></a>
<a href="#"><u>CHCDIS3C</u></a>	<a href="#"><u>Provide services to people with disabilities</u></a>
<a href="#"><u>CHCDIS4B</u></a>	<a href="#"><u>Design procedures for support</u></a>
<a href="#"><u>CHCDIS6C</u></a>	<a href="#"><u>Plan and implement community integration</u></a>
<a href="#"><u>CHCDIS7B</u></a>	<a href="#"><u>Design and adapt surroundings to group requirements</u></a>
<a href="#"><u>CHCHPROM2A</u></a>	<a href="#"><u>Implement health promotion and community intervention</u></a>
<a href="#"><u>CHCINF3B</u></a>	<a href="#"><u>Co-ordinate information systems</u></a>

<u>CHCINF7B</u>	<u>Meet information needs of the community</u>
<u>CHCMH1B</u>	<u>Orientation to mental health work</u>
<u>CHCNET2B</u>	<u>Maintain effective networks</u>
<u>CHCORG25B</u>	<u>Recruit and co-ordinate volunteers</u>
<u>CHCORG5B</u>	<u>Maintain an effective work environment</u>
<u>CHCYTH2C</u>	<u>Provide care and protection to young people</u>
<u>CHCYTH4C</u>	<u>Support young people in crisis</u>
<u>CHCYTH6C</u>	<u>Provide appropriate services for young people</u>
<u>HLTCSD6A</u>	<u>Respond effectively to difficult or challenging behaviour</u>
<u>HLTFA1A</u>	<u>Apply basic First Aid</u>
<u>HLTFA2A</u>	<u>Apply advanced First Aid</u>