

CHC40202 Certificate IV in Service Co-ordination (Ageing and Disability)

Workers in this occupational group work in residential facilities and/or community care agencies. 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 may undertake a first line management role.

Workers at this level:

- are not responsible for clinical components of assessment care planning and would be expected to consult with professionals in relation to clinical issues;
- are required to have an understanding of how to work with local communities in the provision of services.
- are required to have an understanding of indigenous culture and history and to work with local communities in the provision of services.

Occupational names within this context may include:

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

Pre-requisites

[CHCAC3C Orientation to aged care work](#) AND
[CHCDIS10B Provide care and support](#) OR
[CHCDIS1B Orientation to disability work](#)

Packaging Rules

15 units must be selected for this qualification including:

- 10 compulsory units
- 5 elective units

Compulsory

<u>CHCCOM3C</u>	<u>Utilise specialist communication skills to build strong relationships</u>
<u>CHCCS3C</u>	<u>Co-ordinate the provision of services and programs</u>
<u>CHCINF3B</u>	<u>Co-ordinate information systems</u>
<u>CHCOHS401A</u>	<u>Implement and monitor OHS policies and procedures for a workplace</u>
<u>CHCORG23A</u>	<u>Co-ordinate work</u>
<u>CHCCS12A</u>	<u>Develop a service delivery strategy</u>
<u>CHCCS405A</u>	<u>Work effectively with culturally diverse clients and co-workers</u>
<u>CHCNET4A</u>	<u>Work with other services</u>
<u>CHCAC7C</u>	<u>Plan and monitor service delivery plans</u>
<u>CHCINF8A</u>	<u>Comply with information requirements of the aged care and community care sectors</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>CHCAD2B</u>	<u>Support the interests, rights and needs of clients within duty of care requirements</u>
<u>CHCADMIN3B</u>	<u>Undertake administrative work</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> <i>(It is compulsory for people who work with children to do either CHCCS402A or CHCCHILD1C)</i>
<u>CHCCS303A</u>	<u>Provide physical assistance with medication</u>
<u>CHCCS304A</u>	<u>Assist with self medication</u>
<u>CHCCS401A</u>	<u>Facilitate co-operative behaviour</u>
<u>CHCCS402A</u>	<u>Respond holistically to client issues</u> <i>(It is compulsory for people who work with children to do either CHCCS402A or CHCCHILD1C)</i>

<u>CHCDIS3C</u>	<u>Provide services to people with disabilities</u>
<u>CHCDIS4B</u>	<u>Design procedures for support</u>
<u>CHCDIS6C</u>	<u>Plan and implement community integration</u>
<u>CHCDIS7B</u>	<u>Design and adapt surroundings to group requirements</u>
<u>CHCGROUP3C</u>	<u>Plan and conduct group activities</u>
<u>CHCINF7B</u>	<u>Meet information needs of the community</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>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>