

## CHC52208 Diploma of Community Services Coordination

This qualification addresses work across the community sector, in organisations involved in community work, community development and community care services and volunteer programs, in a range of settings such as 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 organisation guidelines
- 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
- may undertake a first line management role.

It is expected that, in addition to coordination or management electives, relevant units applicable to these specific services would be selected as electives as appropriate, particularly for smaller organisations.

**Occupational titles** may include:

- Coordinator
- Coordinator, volunteer programs
- Manager of volunteers
- Program or service manager
- Service or program coordinator
- Supervisor
- Team leader
- Unit manager

### Entry requirements

To gain entry into *CHC52208 Diploma of Community Services Coordination* candidates need to have previous work experience in the community sector in a job role that involved:

- self-directed application of knowledge
- exercise of independent judgement and decision-making, and
- a range of technical and other skills.

### PACKAGING RULES

14 units must be selected for this qualification including:

- 7 compulsory units
- 7 elective units

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

- Relevant electives listed below the compulsory units for this qualification
- 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

[CHCADMIN508A Manage limited budgets and financial accountabilities](#)

[CHCCOM504A Develop, implement and promote effective workplace communication](#)

<a href="#">CHCCS502A</a>	<a href="#">Maintain legal and ethical work practices</a>
<a href="#">CHCCS505A</a>	<a href="#">Provide supervision support to community sector workers</a>
<a href="#">CHCCS513A</a>	<a href="#">Maintain an effective community sector work environment</a>
<a href="#">CHCINF505C</a>	<a href="#">Meet statutory and organisation information requirements</a>
<a href="#">HLTOHS400A</a>	<a href="#">Maintain OHS processes</a>

### **The importance of culturally aware and respectful practice**

All workers undertaking work in the community sector 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.

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

<a href="#">HLTHIR403B</a>	<a href="#">Work effectively with culturally diverse clients and co-workers</a>
<a href="#">HLTHIR404B</a>	<a href="#">Work effectively with Aboriginal and/or Torres Strait Islander people</a>

### **Relevant electives**

Electives are to be selected in line with specified Packaging Rules. The following list of electives is provided to facilitate selection. Employers may specify that certain electives are required to address specific workplace needs.

<a href="#">CHCAC416A</a>	<a href="#">Facilitate support responsive to the specific nature of dementia</a>
<a href="#">CHCAD402D</a>	<a href="#">Support the interests, rights and needs of clients within duty of care requirements</a>
<a href="#">CHCCOM403A</a>	<a href="#">Use targeted communication skills to build relationships</a>
<a href="#">CHCCS426A</a>	<a href="#">Provide support and care relating to loss and grief</a>
<a href="#">CHCCS503A</a>	<a href="#">Develop, implement and review services and programs to meet client needs</a>
<a href="#">CHCCS512B</a>	<a href="#">Develop a service delivery strategy</a>
<a href="#">CHCES502B</a>	<a href="#">Research and report on labour market information</a>
<a href="#">CHCES511A</a>	<a href="#">Manage contracted employment services</a>
<a href="#">CHCHC401A</a>	<a href="#">Coordinate and monitor home based support</a>
<a href="#">CHCICS409A</a>	<a href="#">Recognise and respond to suspected abuse of vulnerable people</a>
<a href="#">CHCINF407C</a>	<a href="#">Meet information needs of the community</a>
<a href="#">CHCINF408C</a>	<a href="#">Comply with information requirements of the aged care and community care sectors</a>
<a href="#">CHCNET501A</a>	<a href="#">Work effectively with other services and networks</a>
<a href="#">CHCNET503C</a>	<a href="#">Develop new networks</a>
<a href="#">CHCORG405C</a>	<a href="#">Maintain an effective work environment</a>
<a href="#">CHCORG406A</a>	<a href="#">Supervise work</a>
<a href="#">CHCORG423A</a>	<a href="#">Maintain quality service delivery</a>
<a href="#">CHCORG428A</a>	<a href="#">Reflect on and improve own professional practice</a>
<a href="#">CHCORG501A</a>	<a href="#">Facilitate workplace change and innovation</a>

<a href="#">CHCORG506C</a>	<a href="#">Coordinate the work environment</a>
<a href="#">CHCORG525C</a>	<a href="#">Recruit and coordinate volunteers</a>
<a href="#">CHCORG607C</a>	<a href="#">Manage workplace issues</a>
<a href="#">CHCORG610A</a>	<a href="#">Manage change in a community sector organisation</a>
<a href="#">CHCORG611A</a>	<a href="#">Lead and develop others in a community sector workplace</a>
<a href="#">CHCPA402B</a>	<a href="#">Plan for and provide care services using a palliative approach</a>
<a href="#">CHCSD512C</a>	<a href="#">Act as a resource to workers</a>
<a href="#">HLTFA301B</a>	<a href="#">Apply first aid</a>
<a href="#">HLTFA402B</a>	<a href="#">Apply advanced first aid (Note pre-requisite <a href="#">HLTFA301B</a>)</a>
<a href="#">SRXGOV004B</a>	<a href="#">Work effectively with the Board of an organisation</a>

The following grouping of electives is provided to guide selection relating to identified areas of work. Electives may be selected from one or more groups.

### **Program management**

<a href="#">CHCCS503A</a>	<a href="#">Develop, implement and review services and programs to meet client needs</a>
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### **Managers transferring into the community services industry**

<a href="#">CHCCD516A</a>	<a href="#">Work within organisation and government structures to enable community development outcomes</a>
<a href="#">CHCORG423A</a>	<a href="#">Maintain quality service delivery</a>

### **Volunteer management**

<a href="#">CHCAD504A</a>	<a href="#">Provide advocacy and representation services</a>
<a href="#">CHCORG525C</a>	<a href="#">Recruit and coordinate volunteers</a>
<a href="#">CHCORG611A</a>	<a href="#">Lead and develop others in a community sector workplace</a>
<a href="#">PSPGOV517A</a>	<a href="#">Coordinate risk management</a>
<a href="#">PSPMNGT605B</a>	<a href="#">Manage diversity</a>
<a href="#">SRCCRD005B</a>	<a href="#">Apply the principles and issues of volunteering</a>

### **Working with older people**

<a href="#">CHCAC317A</a>	<a href="#">Support older people to maintain their independence</a>
<a href="#">CHCAC318A</a>	<a href="#">Work effectively with older people</a>
<a href="#">CHCAC417A</a>	<a href="#">Implement interventions with older people at risk of falls</a>
<a href="#">CHCAC507D</a>	<a href="#">Plan and monitor service delivery plans</a>
<a href="#">CHCINF408C</a>	<a href="#">Comply with information requirements of the aged care and community care sectors</a>

### **Family day care coordination**

<a href="#">CHCAL523D</a>	<a href="#">Manage home based care administration requirements</a>
<a href="#">CHCSD512C</a>	<a href="#">Act as a resource to workers</a>

### **Nanny/household management**

<a href="#">CHCPR510A</a>	<a href="#">Design, implement and evaluate programs and care routines for children</a>
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### **Child protection work**

- [CHCCHILD401A Identify and respond to children and young people at risk](#)
- [CHCCHILD505B Work effectively in child protection and out of home care for children and young people](#)

### **Youth work**

- [CHCYTH401A Engage respectfully with young people](#)
- [CHCYTH402A Work effectively with young people in the youth work context](#)
- [CHCYTH506A Provide services for young people appropriate to their needs and circumstances](#)

### **Community development work**

- [CHCCD401D Support community participation](#)
- [CHCCD412A Work within a community development framework](#)
- [CHCCD516A Work within organisation and government structures to enable community development outcomes](#)

### **Disability services**

- [CHCDIS301A Work effectively with people with a disability](#)
- [CHCDIS410A Facilitate community participation and inclusion](#)
- [CHCDIS507C Design and adapt surroundings to group requirements](#)

### **Mental health work**

- [CHCMH301A Work effectively in mental health](#)
- [CHCMH402A Apply understanding of mental health issues and recovery processes](#)

### **Alcohol and other drugs work**

- [CHCAOD402A Work effectively in the alcohol and other drugs sector](#)

### **Employment services**

- [CHCES311A Work effectively in employment services](#)
- [CHCES415A Monitor and improve contracted employment services](#)
- [CHCES511A Manage contracted employment services](#)

### **Settlement work**

- [CHCSW401A Work effectively with forced migrants](#)
- [CHCSW402A Undertake bicultural work with forced migrants in Australia](#)

### **Social housing electives**

- [CHCCH301A Work effectively in social housing](#)
- [CHCCH427A Work effectively with people experiencing or at risk of homelessness](#)