

CHC51608 Diploma of Employment Services

This qualification covers workers who have a senior case management role in delivering employment services to clients and employers and who may also supervise other workers.

Occupational titles may include:

- Employment services site/branch manager
- Senior case manager
- Employment services team leader
- Senior employment consultant
- Employment services program manager

Entry requirements

To gain entry into *CHC51608 Diploma of Employment Services* candidates must have sufficient relevant experience and knowledge of community work and/or community services to indicate likely success at this level of qualification in a job role involving:

- The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
- A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required
- The exercise of discretionary judgement and decision making under general guidance.

PACKAGING RULES

16 units must be selected for this qualification including:

- 8 compulsory units
- 8 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

CHCCOM403A	Use targeted communication skills to build relationships
CHCCS513A	Maintain an effective community sector work environment
CHCES311A	Work effectively in employment services
CHCES415A	Monitor and improve contracted employment services
CHCES502B	Research and report on labour market information
CHCES511A	Manage contracted employment services
CHCNET501A	Work effectively with other services and networks
HLTOHS400A	Maintain OHS processes

The importance of culturally aware and respectful practice

All workers undertaking employment 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.

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:

- [HLTHIR403B](#) [Work effectively with culturally diverse clients and co-workers](#)
- [HLTHIR404B](#) [Work effectively with Aboriginal and/or Torres Strait Islander people](#)

Relevant electives

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

For those entering community sector work

The following elective is recommended for people starting work in employment services without previous experience of working in the community sector:

- [CHCCS411A](#) [Work effectively in the community sector](#)

Advanced practice electives

- [CHCCAR501B](#) [Conduct career guidance interview](#)
- [CHCCDP501B](#) [Liaise with employers to promote flexible work arrangements](#)
- [CHCCCHILD404A](#) [Support the rights and safety of children and young people](#)
- [CHCCM404A](#) [Undertake case management for clients with complex needs](#)
- [CHCCM501A](#) [Coordinate complex case requirements](#)
(Note pre-requisite [CHCCM404A](#))
- [CHCCM503C](#) [Develop, facilitate and monitor all aspects of case management](#)
- [CHCCM504C](#) [Promote high quality case management](#)
- [CHCCM605C](#) [Develop practice standards](#)
- [CHCCOM504A](#) [Develop, implement and promote effective workplace communication](#)
- [CHCCS416A](#) [Assess and provide services for clients with complex needs](#)
- [CHCCS422A](#) [Respond holistically to client issues and refer appropriately](#)
- [CHCCS500A](#) [Conduct complex assessment and referral](#)
- [CHCCS503A](#) [Develop, implement and review services and programs to meet client needs](#)
- [CHCCS604A](#) [Manage the delivery of quality services to clients](#)
- [CHCCW503A](#) [Work intensively with clients](#)
- [CHCDIS509D](#) [Maximise participation in work by people with disabilities](#)
- [CHCES413A](#) [Develop and monitor employment plans with clients](#)
- [CHCINF505C](#) [Meet statutory and organisation information requirements](#)
- [CHCORG428A](#) [Reflect on and improve own professional practice](#)
- [CHCORG502A](#) [Work autonomously](#)

Business management electives

<u>BSBADM502B</u>	<u>Manage meetings</u>
<u>BSBCM401A</u>	<u>Make a presentation</u>
<u>BSBLED401A</u>	<u>Develop teams and individuals</u>
<u>BSBMGT401A</u>	<u>Show leadership in the workplace</u>
<u>BSBMGT516A</u>	<u>Facilitate continuous improvement</u>
<u>BSBMKG401B</u>	<u>Profile the market</u>
<u>BSBMKG507A</u>	<u>Interpret market trends and developments</u>
<u>BSBMKG514A</u>	<u>Implement and monitor marketing activities</u>
<u>BSBPMG508A</u>	<u>Manage project risk</u>
<u>BSBPMG510A</u>	<u>Manage projects</u>
<u>BSBREL401A</u>	<u>Establish networks</u>
<u>BSBRSK401A</u>	<u>Identify risk and apply risk management processes</u>
<u>BSBRSK501A</u>	<u>Manage risk</u>
<u>BSBSLS502A</u>	<u>Lead and manage a sales team</u>
<u>BSBWOR501A</u>	<u>Manage personal work priorities and professional development</u>
<u>CHCADMIN508A</u>	<u>Manage limited budgets and financial accountabilities</u>
<u>CHCCS503A</u>	<u>Develop, implement and review services and programs to meet client needs</u>
<u>CHCCS512B</u>	<u>Develop a service delivery strategy</u>
<u>CHCES311A</u>	<u>Work effectively in employment services</u>
<u>CHCNET402A</u>	<u>Establish and maintain effective networks</u>
<u>CHCORG406A</u>	<u>Supervise work</u>
<u>CHCORG423A</u>	<u>Maintain quality service delivery</u>
<u>CHCORG506C</u>	<u>Coordinate the work environment</u>
<u>CHCORG529B</u>	<u>Provide coaching and motivation</u>
<u>CHCORG607C</u>	<u>Manage workplace issues</u>
<u>CHCORG610A</u>	<u>Manage change in a community sector organisation</u>
<u>CHCORG611A</u>	<u>Lead and develop others in a community sector workplace</u>
<u>CHCORG627B</u>	<u>Provide mentoring support to colleagues</u>
<u>CHCPOL402B</u>	<u>Contribute to policy development</u>
<u>CHCPOL504B</u>	<u>Develop and implement policy</u>
<u>CHCPOL505B</u>	<u>Manage research activities</u>
<u>PSPGOV603B</u>	<u>Develop a tender submission response</u>