

Course Outline

Certificate IV in Community Services Work

Code: CHC40708

This qualification is for people who want the knowledge and skills to provide a range of services and interventions, including community education, for community service organisations.

Occupational titles may include

Community services worker

Support worker

Domestic violence worker

Case worker

Welfare support worker

Family support worker

Entry requirements

Certificate II or Certificate III in community services or related area, or equivalent work experience. A competent level of literacy and numeracy is required to complete this qualification and a willingness to work in Community Services.

PACKAGING RULES

14 units must be selected for this qualification including:

- 10 compulsory units *plus*
- 4 elective units

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

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- 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

CHCCD412A	Work within a community development framework
CHCCHILD401A	Identify and respond to children and young people at risk
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400A	Work within a relevant legal and ethical framework
CHCCS411A	Work effectively in the community sector
CHCCS412D	Deliver and develop client services
CHCCS422A	Respond holistically to client issues and refer appropriately
CHCORG405C	Maintain an effective work environment
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTOHS300A	Contribute to OHS processes

Elective Units

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

Case work and case management electives

CHCCM401D	Undertake case management
CHCCM402D	Establish and monitor a case plan
CHCCM503C	Develop, facilitate and monitor all aspects of case management

Administration electives

BSBWOR204A	Use business technology
CHCADMIN305D	Work within the administration protocols of the organisation
CHCADMIN403C	Undertake administrative work

Advocacy electives

CHCAD401D	Advocate for clients
CHCAD402D	Support the interests, rights and needs of clients within duty of care requirements
CHCNET301D	Participate in networks

Client service electives

CHCCS401B	Facilitate responsible behaviour
CHCCS403B	Provide brief intervention
CHCCS407B	Operate referral procedures
CHCCS503A	Develop, implement and review services and programs to meet client needs
CHCCS506A	Promote and respond to workplace diversity

Community work electives

CHCCD307C	Support community resources
CHCCD413D	Work within specific communities
CHCGROUP403D	Plan and conduct group activities
CHCINF407C	Meet information needs of the community

Working with children and young people

CHCYTH301D	Work effectively with young people
CHCYTH404D	Support young people in crisis (<i>Note pre-requisite: CHCYTH301D</i>)

Working with older people

CHCAC417A	Implement interventions with older people at risk of falls
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Working with people with disabilities

CHCDIS301A	Work effectively with people with a disability
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Working with people with mental health issues

CHCMH402A	Apply understanding of mental health issues and recovery processes
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Team coordination and supervision

CHCORG406A	Supervise work
CHCORG423A	Maintain quality service delivery

DELIVERY

On-site at your work place (Tasmania)

An assessor is on site at your workplace every four weeks conducting personal tuition.

Distance

Participant self manages their learning and sends assessment activities to their assessor. Support is provided by phone and email