

# CHC52015 DIPLOMA OF COMMUNITY SERVICES

## Service Coordinator, Team Leader, Manager

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities. At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management; program coordination or the development of new business opportunities. Note that the Statutory & forensic child, youth & family welfare specialisation must be achieved in order to meet the minimum education requirements for child protection and youth justice practice in Victoria. In addition, to meet the minimum education requirements for entry into child protection practice in Victoria, diploma qualifications must be approved by the Australian Community Workers Association (ACWA).

### Entry requirements

- To achieve this qualification, the candidate must have completed at least 100 hours of work as detailed in the Assessment Requirements of units of competency
- Good English language, literacy and numeracy skills (or completion of English to Year 12)
- Access to a computer with audio, video and internet capabilities
- Computer proficiency
- Students will be required to complete a student survey

### FUNCTIONS

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.

Occupations in the aged and community care sector that may require this qualification include:

- Coordinator
- Service or Program Coordinator
- Volunteer programs
- Supervisor
- Manager of Volunteers
- Team Leader
- Program or Service Manager
- Unit Manager

### COURSE DURATION

Our program is part-time and flexible to support existing workers in the aged care industry. The course can take up to two (2) years to complete. This will be based on your prior knowledge and experience and the amount of time you can commit to your studies.

Our trainers will make two (2) scheduled visits to your workplace (if required), depending on your location. Further unlimited support will be provided via telephone, email support and GoToMeeting (virtual classroom via web cam) to provide students with tuition, learning

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### FOR MORE INFORMATION

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support, assessment completion and conduct workplace observations.

## ONGOING TRAINING AND LEARNING SUPPORT

Extra learning support is also available by our Study Assistance Service. For more information, please refer to the Study Assistance Support flyer available on the Education Institute website.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is offered to all students on commencement. RPL provides an opportunity for a range of skills relevant to this qualification and the job role to be recognised before formal training commences.

RPL will require you to discuss your experience with our Course Coordinator, gather evidence to support the RPL, and participate in a workplace observation visit with one of our trainers.

All aged care workers should have a current Senior First Aid and CPR certification.

## ADDITIONAL INFORMATION

Students and employers are to make individual arrangements regarding release time/shift scheduling, or personal leave to attend training. Resources will be provided for each unit of competency.

## COURSE COSTS

This course is funded by the Queensland Government Higher Level Skills Program.

Non-concessional \$1,680.00 (\$105.00 per unit of competency)

Concessional \$850 (\$53.13 per unit of competency)

To be eligible for a concession you must provide proof at the time of application you are a card holder of a commonwealth health card, pensioner concession card or veterans gold card to pay a lesser fee.

To be eligible for the Higher Level Skills Program students must:

- 15yrs or over, and no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident, temporary resident with the necessary visa and work permits on the pathway to permanent residency or a New Zealand Citizen
- not hold, and not be enrolled in, a Certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

## QUALIFICATIONS

Sixteen (16) units of competency are required to complete the full qualification.

UNIT CODE	UNIT TITLE
CORE	
CHCCCS007	Develop and implement service programs
CHCCOM003	Develop workplace communication strategies
CHCDEV002	Analyse impacts of sociological factors on clients in community work & services
CHCDIV003	Manage and promote diversity
CHCLEG003	Manage legal and ethical compliance
CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWH004	Manage work health and safety
CHOSEN ELECTIVES	
BSBWOR502	Lead and manage team effectiveness
BSBFIM501	Manage budgets and financial plans
BSBHRM506	Manage recruitment, selection & induction processes
BSBMGT502	Manage people performance
BSBMGT516	Facilitate continuous improvement
BSBPMG522	Undertake project work
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCAGE001	Facilitate the empowerment of older people



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