

CHCORG619C

Manage quality of organisation's service delivery outcomes

Descriptor

This unit describes the knowledge and skills required to manage quality assurance processes as required to maintain quality service outcomes in line with organisation policy in the community services industry

Employability Skills

This unit contains Employability Skills

Application

The skills described in this unit may be applied across a range of community services workplace contexts

ELEMENT

Elements define the essential outcomes of a unit of competency.

1. Evaluate outcomes for clients accessing the service

PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

- 1.1 Clearly state the service's philosophy, goals and objectives based on client service delivery and use to design criteria for evaluation
- 1.2 Investigate and document *the effects of services on all clients*
- 1.3 Monitor program quality according to relevant service and industry *standards*
- 1.4 Use a range of appropriate processes to review client service outcomes
- 1.5 Establish and use feedback mechanisms to involve all users of the service
- 1.6 Establish mechanisms to provide clients with information about evaluation results
- 1.7 Involve all *relevant parties* in *evaluation processes*
- 1.8 Communicate information gained from the evaluation to relevant parties

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes of a unit of competency.	The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.
2. Plan and implement changes/strategies to improve outcomes	<ul style="list-style-type: none">2.1 Design and implement a <i>plan to develop the quality of service</i> with others2.2 Design and implement policies to foster quality service2.3 Provide information to relevant parties about the plan and the processes to be used2.4 Design a plan to develop the quality of service to ensure participation by all those involved2.5 Respond to and investigate complaints and use as feedback to improve outcomes2.6 Include in plan priorities, immediate goals and long term goals for improving quality of service2.7 Obtain or request required resources from appropriate sources
3. Ensure client service standards and codes of practice	<ul style="list-style-type: none">3.1 Regularly communicate service criteria regarding quality to all stakeholders3.2 Establish <i>procedures to check that appropriate practice</i> is carried out3.3 Model and demonstrate good practice to all workers3.4 Provide information about good practice to all stakeholders3.5 Promote examples of good practice to workers3.6 Regularly remind workers of service standards and organisation expectations3.7 Confront issues with workers and develop a plan for improvement3.8 Promote a focus on outcomes for the client
4. Manage quality assurance processes	<ul style="list-style-type: none">4.1 Undertake appropriate planning to ensure involvement of all parties in quality improvement processes4.2 Define continuous improvement processes and monitor their implementation to ensure quality client service delivery4.3 Implement processes to promote continuous improvement in the workplace4.4 Continuously evaluate outcomes of client services for impact on the local community

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit

These include knowledge of:

- Structure of service/organisation
- Network of relevant services
- Service guidelines
- Knowledge of legal/legislative requirements
- Quality assurance processes relevant to service type
- Mission statements, philosophical statements of organisation
- Community needs
- Needs of clients of all abilities, disabilities
- Cultural background, values and beliefs
- Up to date knowledge of 'good practice'
- Role model
- Ethics, duty of care
- Rights of clients
- Relevant accreditation principles e.g. QIAS and service standards

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Implement evaluation processes based on relevant service and industry standards
- Apply a model of quality service delivery

In addition, the candidate must be able to demonstrate relevant task skills; task management skills; contingency management skills and job/role environment skills

These include the ability to:

- Demonstrate application of skills in:
 - cross cultural communication
 - observation and analysis of information
 - goal setting
 - data collection
 - leadership
 - persuasive communication
- Use and coordinate the use of relevant information technology effectively in line with occupational health and safety (OHS) guidelines

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Evaluating process relating to outcomes for clients will vary according to the location of the service and may include:

- Observation
- Review discussions
- Gathering feedback from clients via surveys
- Collating observations of workers and interpreting data

The effects of services on all clients may include:

- Social/emotional/physical/well being
- Whether client's needs are met
- Changing the circumstances for the client

Relevant standards which maybe used to monitor a service may be:

- Licensing requirements
- Quality assurance
- Legal/legislative requirements
- Accreditation principles
- Service guidelines and policies
- Occupational health and safety
- Guidelines of funding body

Relevant parties may include:

- Carers and significant others of clients
- Management committee
- Funding bodies
- Other professionals
- Workers
- Clients
- Community members
- Experts

A plan to develop the quality of service may include the development of:

- Effective reporting and complaints mechanisms
- Staff training/development of management skills
- Meetings and information exchanges

Procedures to check that appropriate practice may include:

- Observation
- Gathering feedback from all involved
- Co-participating
- Meetings – discussion
- Auditing by outside experts

RANGE STATEMENT

Quality assurance systems may include:

- Continuous improvement systems
- Accreditation systems
- Quality systems
- Organisation's own internal system

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit may be assessed on the job or under simulation
- It is recommended that assessment take place on more than one occasion

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resource requirements for assessment of this unit include access to:
 - an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment

Method of assessment:

- Assessment may include observations, questioning and evidence gathered from the workplace

Related units:

This unit is recommended (but not required) to be assessed in conjunction with related unit:

- CHCPOL504B Develop and implement policy