

CHCCS604A

Manage the delivery of quality services to clients

Descriptor

This unit describes the knowledge and skills required to manage resources and systems to deliver quality client services within complex or changing circumstances

Employability Skills

This unit contains Employability Skills

Application

This unit may apply in a range of community service contexts

ELEMENT

Elements define the essential outcomes of a unit of competency.

1. Manage service delivery to address client needs

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 Ensure appropriate and accurate records of client needs and service delivery options are developed and maintained
- 1.2 Identify barriers to *client services* in consultation with *clients*
- 1.3 Apply understanding of relevant options for service delivery to match services to client's needs and rights
- 1.4 Take all available opportunities to promote client services and their benefits
- 1.5 Ensure the strategic direction of the organisation, individual and community needs and external requirements guide the provision of client services
- 1.6 Develop and implement performance indicators to routinely monitor client service delivery

2. Plan client service delivery

- 2.1 Ensure service delivery planning includes client involvement in negotiation and agreement on appropriate goals, strategies and outcomes
- 2.2 Identify strategies to deal with contingencies which may arise
- 2.3 Identify relevant people and organisations to provide support and expertise to maximise effectiveness of service delivery
- 2.4 Routinely collect and analyse information on clients and delivery options to ensure services delivered reflect client needs and rights, current best practice, organisation and legislative guidelines, ethical practices and duty of care considerations

ELEMENT

Elements define the essential outcomes of a unit of competency.

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.

3. Review client services

- 3.1 Routinely review matching between client requirements and service delivery
- 3.2 Involve client and all other relevant personnel in review of service delivery
- 3.3 Monitor changes in circumstances, environmental factors or alterations to client needs and rights and incorporate in review of service delivery
- 3.4 Modify client service to reflect changing needs and rights and feedback on effectiveness of service delivery
- 3.5 Undertake appropriate work to ensure client concerns about service are resolved and complaints of a serious nature dealt with in accordance with organisation procedures

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:

- Design and development of client services
- Legislative and statutory frameworks influencing provision of client services
- Current development in effective client service delivery
- Marketing and promotion techniques
- Evaluation and review
- Strategic planning and organisation development

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Establish and maintain a network of clients
- Incorporate the requirements of specific groups in all client service work
- Meet quality service standards

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:

- Communicate effectively with both staff and clients
- Effectively coordinate resources in a complex environment
- Manage a team effectively
- Manage contingencies
- Use computer and software technology , as required by the workplace

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.

Client services refer to community services and may include:

- Provision of social housing
- Homelessness support
- Provision of accommodation support services
- Counselling
- Case work
- Referral to health services
- Family support
- Drug and alcohol services
- Mental health services

Clients may include:

- Self referral or referred
- Individual members of the public
- Other organisations, community groups and individuals
- Other work areas of the organisation
- Senior management

Resources include:

- Service delivery staff
- Key organisation personnel
- Finances for system infrastructure
- Appropriate information technology

Quality service standards include:

- National community housing standards
- SAAP service standards

Legislation and policies and procedures include:

- Duty of care
- Occupational health and safety (OHS)
- Administrative processes
- Grievance complaints and disciplinary procedures
- Staff conditions
- Industrial award

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 is most appropriately assessed in the workplace or in a simulated workplace setting under the normal range of workplace conditions
- Assessment should include assessment of all aspects of delivery of a quality client service and with a range of new or existing clients

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
- Resources required for assessment include access to relevant workplace or simulated realistic workplace setting where assessment may take place

Method of assessment:

- Assessment may include observations, questioning or evidence gathered from the workplace e.g. portfolios, completed records of client needs etc.