

<b>UNIT CODE</b>	<b>CHCCCS039</b>
<b>UNIT TITLE</b>	<b>Coordinate and monitor home-based support</b>
<b>APPLICATION</b>	<p>This unit describes the performance outcomes, skills and knowledge required to coordinate and monitor the delivery of home-based support services.</p> <p>This unit applies to workers in a community services context. Work performed requires a range of well developed, person-centred skills where some discretion and judgement is required and workers will take responsibility for their own outputs.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.</p>
<b>PREREQUISITE UNIT</b>	Nil
<b>COMPETENCY FIELD</b>	Nil
<b>UNIT SECTOR</b>	Nil

<b>ELEMENTS</b>	<b>PERFORMANCE CRITERIA</b>
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish and maintain relationship.	<p>1.1 Communicate in a manner that develops and maintains trust, respecting cultural sensitivities and individual differences.</p> <p>1.2 Maintain person's privacy and confidentiality of information according to organisational policy and procedures.</p> <p>1.3 Support the interests, rights and decision-making of the person in all dealings.</p> <p>1.4 Provide the person with information regarding their rights and the organisations responsibilities, service guidelines and costs and confirm understanding.</p>

2. Determine the person's needs.	<p>2.1 Work with the person to identify their goals, capacities and support needs.</p> <p>2.2 Confirm support requirements based on discussion with the person, previous assessments and current individualised plan.</p> <p>2.3 Communicate with the person to gather information relevant to the person's support requirements and identify indicators where additional information might be required.</p> <p>2.4 Work respectfully with the person to identify language, cultural or religious practices which may require changes in work practices by support workers.</p> <p>2.5 Complete, maintain and store documentation according to organisational policies and procedures.</p>
3. Determine safety requirements for providing support.	<p>3.1 Consult with the person to identify hazards in the home environment that would present risk to the person or the support worker.</p> <p>3.2 Determine and implement actions to minimise risk in collaboration with the person.</p> <p>3.3 Support the person to address the hazard and control risks, where the risk is outside the scope of own job role or organisation's role.</p> <p>3.4 Complete, maintain and store documentation according to organisational policies and procedures.</p>
4. Allocate support staff.	<p>4.1 Review requirements and select support worker with the desired skills and attributes to meet the person's requirements.</p> <p>4.2 Provide support worker with necessary details to support the person and work safely in the person's home.</p> <p>4.3 Confirm worker's understanding of organisational policies and procedures, record-keeping requirements, duty of care and legislative requirements.</p> <p>4.4 Discuss job role boundaries with worker and confirm understanding.</p> <p>4.5 Identify any skill requirements and record and refer for further training or support.</p> <p>4.6 Communicate with person to confirm the allocation of support worker and provide details.</p>
5. Monitor support services.	<p>5.1 Consult with the person to determine and record progress against identified goals, needs and individualised plan.</p> <p>5.2 Provide opportunities for the person to raise any issues and concerns with support provision.</p> <p>5.3 Identify strategies to address and resolve concerns and issues in collaboration with the person.</p> <p>5.4 Address concerns with the support worker and respond to the person with outcomes and resolution.</p>

<b>FOUNDATION SKILLS</b>	
<i>Foundation skills essential to performance are explicit in the Performance Criteria of this unit of competency.</i>	
<b>UNIT MAPPING INFORMATION</b>	CHCHCS002 Coordinate and monitor home based support.
<b>LINKS</b>	Companion Volume Implementation Guide

<b>TITLE</b>	<b>Assessment Requirements for CHCCCS039 Coordinate and monitor home-based support.</b>
<b>PERFORMANCE EVIDENCE</b>	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none"> <li>■ coordinated and monitored services to at least two people in different home-based support settings, including: <ul style="list-style-type: none"> <li>○ communicating with the person to establish a positive and respectful relationship</li> <li>○ gathering information to identify required support services</li> <li>○ assessing and managing risks to the person and support worker</li> <li>○ allocating support worker</li> <li>○ monitoring provision of support services and addressing concerns where required.</li> </ul> </li> </ul>

<b>KNOWLEDGE EVIDENCE</b>	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> <li>■ legal and ethical considerations for home-based support services, including: <ul style="list-style-type: none"> <li>○ codes of practice</li> <li>○ basic home fire safety and associated state/territory smoke alarm legislation</li> <li>○ dignity of risk</li> <li>○ duty of care</li> <li>○ privacy, confidentiality and disclosure</li> <li>○ practice standards</li> <li>○ awards and standards and how to access them</li> <li>○ work role boundaries responsibilities and limitations</li> <li>○ work health and safety (WHS)</li> </ul> </li> <li>■ organisational policies and procedures and how to access them, including: <ul style="list-style-type: none"> <li>○ undertaking work in the person's home</li> <li>○ risk assessment and management when the work environment is a person's home</li> <li>○ emergency responses</li> <li>○ personal and property security</li> <li>○ documentation and reporting</li> </ul> </li> <li>■ techniques for communicating with the person, colleagues and others</li> <li>■ approaches to adjusting work practices to accommodate language, cultural or religious practices</li> <li>■ strategies to determine support needs of people requiring assistance in a home-based support environment</li> <li>■ strategies to address and resolve concerns and issues: <ul style="list-style-type: none"> <li>○ with the person</li> <li>○ with the support worker</li> </ul> </li> <li>■ the nature and significance of working in the person's home.</li> </ul>
---------------------------	--

<b>ASSESSMENT CONDITIONS</b>	<p>Skills must have been demonstrated in the workplace, with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"><li>■ facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies</li><li>■ organisational policies and procedures</li><li>■ individualised plans and equipment and resources outlined in plans</li><li>■ opportunities for engagement with people requiring home- based support and support workers involved in service provision.</li></ul> <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
<b>LINKS</b>	Companion Volume Implementation Guide