



## CHC20108 Certificate II in Community Services

**This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.**

**This qualification may be used as a pathway qualification into community services work and may apply specifically to:**

- Workers who support individuals by providing a first point of contact in a crisis situation and referral to a broad range of services, or
- Workers in residential facilities and/or in community services under direct or regular supervision within clearly defined organisation guidelines and service plans.

### **Workers at this level:**

- May provide assistance and support to clients accessing a service or experiencing issues such as alcohol and/or other drug issues
- Assist people in meeting their immediate needs e.g. by providing shelter and food
- Provide short-term contact with clients in a crisis situation during which time they establish a helping relationship to define the crisis and provide referral information where appropriate
- May provide ancillary services such as catering, cleaning, laundry, gardening and home maintenance
- Report directly to a supervisor and are not responsible for other workers.

These positions may have direct contact with clients, identify presenting needs and refer to appropriate services and support.

### **Occupational titles may include:**

- Assistant community services workers • Housekeeping assistant • Care service employee
- Laundry assistant • Contact officers • Night/community patrol workers • Customer service staff
- Personal care assistant • Domestic assistant • Provision of emergency relief
- Gardener/grounds person • Reception/front desk staff • Home helper • Support worker

### **Packaging rules**

11 units must be completed for this qualification including: 5 compulsory units and 6 elective units

### **Compulsory**

CHCCS211A	Prepare for work in the community sector
CHCCOM201C	Communicate with people accessing the services of the organisation
CHCORG201A	Follow policies, procedures and programs of the organisation
CHCORG202C	Work with others
CHCOHS312A	Follow safety procedures for direct care work

### **Electives**

CHCDIS301A	Work effectively with people with a disability
CHCADMIN201C	Undertake basic administrative duties
CHCCS200D	Deliver service to clients
CHCCS401B	Facilitate responsible behaviour learning
CHCCS405C	Identify and address specific client needs
CHCGROUP302D	Support group activities