



We deliver face-to-face training in various locations across Brisbane, Bay Islands, Ipswich, Gold Coast, Sunshine Coast and Hervey Bay.

Phoenix
Learning

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CHC52015 DIPLOMA of Community Services

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.

- Reflect On And Improve Own Personal Practice
- Develop And Maintain Networks And Collaborative Partnerships
- Workplace Health And Safety
- Develop Workplace Communication Strategies
- Manage Legal And Ethical Compliance
- Facilitate Workplace Debriefing And Support Processes
- Manage And Promote Diversity
- Analyse Impacts Of Sociological Factors On Clients
- Assess Co-existing Needs
- Coordinate Complex Case Requirements.
- Develop, Facilitate And Review All Aspects Of Case Management
- Provide Case Management Supervision
- Facilitate The Empowerment Of Older People With Disability
- Facilitate Community Participation And Social Inclusion
- Develop And Implement Service Programs
- Work With People With Mental Health Issues

16
UNITS OF
COMPETENCY
AND 100 HOURS
PLACEMENT
REQUIRED



Phoenix Learning is approved to deliver this nationally recognised training program on behalf of Aspire to Succeed (RTO 32555)

How to Start - Contact Cherie on 0411 833 566 - email cherie@phoenixlearning.com.au - or complete and expression of interest form on: www.phoenixlearning.com.au