

ASSESSMENT THREE	CLUSTER ONE – ORGANISATIONAL REQUIREMENTS	
Candidate name:		
Units of competency:	CHCCS411A CHCORG303A HLTOHS300A CHCADM305D HLTHIR403B	Work effectively in the community sector Participate effectively in the work environment Contribute to OH&S processes Work within the administration protocols of the organisation Work effectively with culturally diverse clients and co workers

Assessment task # 3.1

You have been employed in the role of Housing Worker for the Tikki Housing Service. As part of your induction into the role your supervisor has emphasised the importance of adhering to the key organisation principles.

What documents would you access to assist with your understanding of how the organisation operates? Why?

What organisation documents would you access to gain an understanding of the organisation’s expectations of you as a worker? Why?

This task assesses CHCORG303A EI 1(all)

Assessment Task # 3.2

Sara is receiving support from the Community Service Centre in her local neighbourhood. The housing worker at the centre is Sara’s sister, Kim. Sara presents to the centre for assistance with obtaining stable accommodation for herself and young child. Sara is currently living temporarily with her sister Kim, the housing worker.

Housing is in short supply in the local area where Sara wants to reside and there is a waiting list for supported accommodation that is provided by the community centre.

- Sara has asked Kim to see if she can move her up the waiting list for housing.
- Kim accesses the client wait list to see who is on the list and discusses this with Sara.
- Sara asks Kim if this is her only options for housing.
- Kim approaches her team member and states that her sister is in desperate need of accommodation and is currently sleeping rough with a young child and should be moved up the wait list.

What ethical issues are present in the scenario for Kim, the housing worker and what can she do to ensure she applies ethical practices?

What responsibilities does Kim have in relation to confidentiality, duty of care, access and equity and what might be the ramifications of her current work behaviour for herself, Sara and the workplace?

What are the boundary issues for Kim and how can she manage these issues?

What policies and procedures could Kim refer to in the organisation to ensure she is working effectively within the community services system?

How would you provide service delivery to support Sara in her search for housing?

What other support services could Kim have helped Sara to access?

This task assesses CHCCS411A EI 1, EI 2.2, EI 4

Assessment Task # 3.3

You are starting a new job in a community service sector organisation. You will be performing your role as part of a team.

Describe how you will determine your own work role and communicate this to others in the team. What strategies will you use to establish and maintain relationships with other team members?

You are asked to facilitate a team project planning session with a group of volunteers.

- How would you handle conflicts in the group?
- How would you communicate work standards to the team members?
- How would you respond to cultural diversity issues in the team to ensure inclusive practices are promoted?

This task assesses CHCORG303A EI 3, HLTHIR403B All elements

Assessment Task # 3.4

You have been the community worker in a major city for the past three years and during this time you have observed a major growth in population diversity in the community. Part of your job is to work with newly arrived migrants in a settlement program. It has become very busy in this area of your job lately and a new worker has been appointed to support you with the migrant settlement program. The new worker approaches you and asks why the migrant program exists and why it is that so many of the new migrant families arrive with little to no understanding of what life would be like here in Australia. The new worker also asks why the clients do not behave "normally" – e.g. they move in groups and don't appear to be very excited about the opportunity to live in this great country"

How would you address the value laden statement by the worker?

What do you think the new worker needs to know about work within culturally diverse communities? Consider in your response the following:

1. Recognition of cultural diversity in Australian society with many individuals living in many cultures
2. Recognition of cultural influences and changing cultural practices in Australia and its impact on diverse communities that make up Australian society
3. Knowledge of own cultural conceptions and pre-conceptions and perspective of diverse cultures
4. Recognition of impact of cultural practices and experiences on personal behaviour, interpersonal relationships, perception and social expectations of others
5. Recognition of culture as a dynamic social phenomenon

What could you tell the new worker about people seeking political asylum?

This task assesses HLTHIR403B All elements

Evidence for assessment was:

Satisfactory

Not satisfactory

Feedback to candidate / Action required:

Assessor:

Signature: Date:

Candidate Signature:..... Date: