

## Develop your management skills in the community services industry...

Community Services Managers hold a large amount of responsibility within community agencies. How an agency is managed contributes extensively towards the continued viability and operation of an agency to achieve its core purposes and goals. Without capable management, community agencies run the risk of deviating from their strategic direction and insufficiently managing the precious, limited resources it is responsible for. This can impact extensively on the day-to-day services and programs it offers to its stakeholders and clients.

The Diploma of Community Services Management skills you to undertake a range of management functions in a community services environment. This qualification is most suitable if you are currently working in a supervisory or management role in a community or government agency or residential facility and would like to formalise your management skills and experience. It is also relevant if you work in a community service supervisory or service coordination role and would like to extend your skills to the next level.

### What you will learn

Community Services Managers often manage a range of complex functions, requiring the application of knowledge and skills, to achieve results and deliver services in line with the agency's goals and strategic directions. The management of a community agency is a vital role in the operation of the agency. This high level course equips you with the necessary skills and knowledge to provide capable and efficient management of an agency. During the course, you will learn how to:

- ✔ Manage the primary functions of the agency including service delivery, finance, administration and resourcing.
- ✔ Coordinate work and the environment in which it is undertaken.
- ✔ Lead, develop, coach and motivate staff.
- ✔ Manage workplace issues, organisational change, risk, occupational health & safety, and diversity.

### Roles you can perform with this qualification

After finishing your qualification, you have a sufficient level of skill and knowledge to perform the following roles in a community services environment:

- ✔ Program Manager
- ✔ Service Manager
- ✔ Site Manager
- ✔ Unit Manager
- ✔ Executive Officer
- ✔ Employment Services
- ✔ Manager
- ✔ Local Area Coordinator
- ✔ House Coordinator
- ✔ Unit Supervisor or Manager

### Units covered in the course

The following units are completed during the course:

Diploma of Community Services Management	
Course Code: CHC51602 Internal Code: CSMA	
Unit Code	Unit Title
CHCCOM3C #	Utilise specialist communication skills to build strong relationships
CHCNET4A #	Work with other services
CHCORG23B #	Coordinate work
CHCORG6B *	Coordinate the work environment
CHCORG7B	Manage workplace issues
CHCORG11B #	Lead and develop others
CHCORG29A #	Provide coaching and motivation
BSBADM502A #	Manage meetings
CHCORG25B #	Recruit and coordinate volunteers
CHCADM4B	Manage the organisation's finances, accounts and resources
BSBMGT609A	Manage risk
CHCCORG10B *	Manage organisational change
CHCOHS501A	Manage workplace OHS management system
PSPMNGT605A #	Manage diversity
CHCORG28A #	Reflect and improve upon professional practice

Units marked with an \* require assessment in a workplace environment during a work placement.  
Units marked with a # require completion of a practical component in a simulated work environment.

The information included in this Course Outline is indicative of the final curriculum but may not necessarily contain all units necessary for completion of the course. All assessment you complete throughout your studies will contribute to your final award. The Institute periodically revises its curriculum to comply with industry changes and any changes, upgrades or expansions will be instigated in such a way that your studies are affected as little as possible.

## How you will complete the Diploma of Community Services Management

After enrolling into your course with the Institute, you are progressively provided with a workbook for each of the units of the course. You complete the workbooks in the order shown in the table above. The workbooks cover the theoretical information you need to know before moving onto demonstrating your competency in a simulated setting and the workplace.

Some units of the Diploma of Community Services Management require you to demonstrate various skills in a simulated setting, either at a seminar, private assessment or by sending in a video recording of your skills demonstration. The following practicals need to be completed during the course:

Practical Name	When to Complete	Duration (if completed via seminar)
Communication and Building Relationships**	Complete after workbook for Unit CHCNET4A is competent	2 days
Leading, Coaching and Developing Others	Complete after workbook for Unit CHCORG29A is competent	2 days
Coordinating Work and Meetings	Complete after workbook for Unit BSBADM502A is competent	2 days
Coordinating Volunteers **	Complete after workbook for Unit CHCORG25B is competent	1 day
Working with Diversity**	Complete after workbook for Unit PSPMNGT605A is competent	1 day
Reflective Practice**	Complete after workbook for Unit CHCORG28A is competent	1 day

\*\* These practicals are also included in other qualifications offered by AICS.

To assist you with the transitioning of your knowledge and skills into the workplace, the course also requires the completion of a work placement. If you have not worked in a community services role previously, we recommend you start your placement once you have successfully completed **all workbooks up to unit CHCORG10B** and the following practicals: **Communication and Building Relationships, Leading Coaching and Developing Others, Coordinating Work and Meetings** and **Coordinating Volunteers**.

## Mutual Recognition

If you have completed another nationally recognised training program that contains any of the units in the Diploma of Community Services Management, you will receive recognition for the relevant units. To apply for mutual recognition, simply download a copy of the Credit Transfer and Recognition of Prior Learning (RPL) Kit from the Institute's website at [www.aics.net.au](http://www.aics.net.au).

As an example, if you have completed the Certificate IV in Community Services (Service Coordination) qualification with AICS or another provider, you will have the following units recognised (if they were a part of your course):

CHCCOM3C	Utilise specialist communication skills to build strong relationships
CHCNET4A	Work with other services
CHCORG23B	Coordinate work
CHCORG25B	Recruit and coordinate volunteers

This means you do not need to complete the workbooks for these units, the practicals that apply to the units (**Communication and Building Relationships**, and **Coordinating Volunteers**).

## How long will my course take?

Whilst you can study at a pace that suits you, students progressing steadily through their course complete the qualification in approximately 14 months.

If your course is funded by Centrelink or another funding program, you'll need to progress through your course in accordance with the timeframes indicated on your Course Planner provided with your first Study Pack. On a full time study workload you will complete the course in 14 months.