

## Level 4 – Professional Diploma in Community and Social Services (Senior Services)

### Purpose

The objective of this qualification is to provide learners with the skills and knowledge required to work as Training Manager, Centre Manager, Volunteer Manager/Coordinator or Programme Manager in the Senior Services sub-sector of the Community and Social Services industry.

### Course Outcome

- Ability to apply and contextualise skills and knowledge in a broad range of high level technical or professional work activities in a wide variety of contexts
- The knowledge acquired involves a sound understanding of theoretical concepts
- Work activities comprise tasks involving a substantial degree of individual accountability and autonomy for self and others within broad boundaries
- Activities are carried out under minimal supervision, requiring a significant degree of judgment and decision making

### Course Structure

There are 18 modules under the Professional Diploma in Community and Social Services (Senior Services), comprising 13 core units and 5 elective units, from a pool of 20 Senior Services elective selections.

### Course Modules

S/N	Unit Title
1	<p>CS-GV-401C-1 Maintain legal and ethical behaviour throughout the organisation</p> <ul style="list-style-type: none"><li>• Maintain governance and legislative requirements throughout the organisation</li><li>• Promote ethical behaviour</li><li>• Promote the protection of clients' rights and interests</li></ul>
2	<p>CS-CP-408C-1 Integrate professional common processes in Senior Services</p> <ul style="list-style-type: none"><li>• Plan and review organisational programme and service delivery to address changing and new developments in Senior Services</li><li>• Promote effective and safe work practices in Senior Services</li><li>• Coordinate service and programme delivery in Senior Services</li></ul>
3	<p>CS-CT-401C-1 Design, source and adapt resources to motivate client participation</p> <ul style="list-style-type: none"><li>• Assess client needs, interests and capabilities</li><li>• Adapt and modify existing resources to motivate client participation</li><li>• Develop new resources to motivate client participation</li><li>• Evaluate resources with reference to client participation</li></ul>

S/N	Unit Title
4	<p>CS-CT-403C-1 Manage and implement workplace information systems</p> <ul style="list-style-type: none"> <li>• Develop workplace information systems</li> <li>• Implement workplace information systems</li> <li>• Evaluate workplace information systems</li> </ul>
5	<p>CS-VDM-401C-1 Undertake management of volunteers</p> <ul style="list-style-type: none"> <li>• Recruit volunteers</li> <li>• Volunteer job placement and deployment</li> <li>• Induct and train volunteers</li> <li>• Manage / supervise volunteers</li> <li>• Retain and sustain volunteers</li> </ul>
6	<p>CS-SH-401C-1 Provide and maintain a safe environment</p> <ul style="list-style-type: none"> <li>• Interpret safety and health policies, procedures and programmes to identify workers' responsibilities under the Workplace Safety and Health Act</li> <li>• Assist with the provision of policies and procedures for establishing and maintaining a safe work environment</li> <li>• Implement risk management policy and procedures</li> <li>• Monitor and maintain a safe work environment</li> </ul>
7	<p>CS-SP-407C-1 Develop, implement and evaluate services and programmes</p> <ul style="list-style-type: none"> <li>• Identify current client and sector issues and develop programmes and services</li> <li>• Develop and implement quality programmes and services</li> <li>• Evaluate programmes and service</li> </ul>
8	<p>CS-SP-408C-1 Implement programmes to address the total wellbeing (physical, emotional, psychosocial, cognitive and spiritual needs) of Senior Services' clients</p> <ul style="list-style-type: none"> <li>• Implement a physical programme to assist the older person to maintain their gross and fine motor skills</li> <li>• Conduct programmes that support older persons' engagement with their social networks to meet their emotional, psychological, cultural, gender and spiritual needs</li> <li>• Implement a programme that supports older persons to extend their intellectual curiosity and cognitive skills</li> <li>• Implement a programme to support the older person who is experiencing loss, grief and end of life issues</li> </ul>
9	<p>CS-SP-410C-1 Motivate clients to accept and participate in services and programmes</p> <ul style="list-style-type: none"> <li>• Address individual needs in the delivery of the service / programme</li> <li>• Develop and implement a promotional strategy for the service / programmes</li> <li>• Develop and implement processes to recognise individual achievement</li> </ul>

S/N	Unit Title
10	<p>CS-SP-415C-1 Research current trends to bridge service gaps and implement new services</p> <ul style="list-style-type: none"> <li>• Conduct research into sector trends</li> <li>• Manage integration of research findings into programmes and service delivery</li> <li>• Evaluate and report on implementation</li> </ul>
11	<p>CS-WR-405C-1 Manage multi disciplinary professionals and stakeholders</p> <ul style="list-style-type: none"> <li>• Establish relationships with multi disciplinary professionals and stakeholders</li> <li>• Work effectively with disciplinary professionals and stakeholders</li> <li>• Work with multi disciplinary teams</li> </ul>
12	<p>CS-WR-401C-1 Communicate with others effectively</p> <ul style="list-style-type: none"> <li>• Identify and model communication protocols and techniques (ESS, Communication and Relationship Management, Element 5.2)</li> <li>• Promote effective communication in the workplace (ESS, Communication and Relationship Management, Element 5.2)</li> <li>• Develop and implement conflict resolution techniques (ESS, Communication and Relationship Management, Element 5.2)</li> </ul>
13	<p>CS-WR-403C-1 Manage effective workplace relationships</p> <ul style="list-style-type: none"> <li>• Contribute to and promote effective work practices</li> <li>• Promote effective workplace relationships</li> <li>• Facilitate teamwork activities to promote effective workplace relationships</li> </ul>
14	<p>CS-FN-401E-1 Support the organisation's finances and accounts</p> <ul style="list-style-type: none"> <li>• Identify and support organisational finances and accounts</li> <li>• Provide support to manage cash flow and cash flow forecast</li> <li>• Provide support to monitor and control activities against budget</li> <li>• Prepare financial reports</li> </ul>
15	<p>CS-FR-401E-1 Coordinate fundraising</p> <ul style="list-style-type: none"> <li>• Assist with developing a fundraising activity</li> <li>• Coordinate the implementation of the fundraising activity</li> <li>• Review the effectiveness of the fundraising activity</li> </ul>
16	<p>SV-PP-401G-0 Manage human resources to achieve service excellence</p> <ul style="list-style-type: none"> <li>• Undertake human resources planning based on the organisation's customer focussed strategies</li> <li>• Recruit and select customer-centric staff</li> <li>• Monitor the impact of staff satisfaction on staff performance</li> <li>• Develop effective customer service staff</li> <li>• Implement and manage a customer service award program for employees</li> </ul>

<b>S/N</b>	<b>Unit Title</b>
17	<p data-bbox="298 268 932 302">CS-CSV-302E-1 Work with clients with dementia</p> <ul data-bbox="347 338 1373 457" style="list-style-type: none"><li data-bbox="347 338 1373 394">• Use communication techniques which take account of the progressive and variable nature of dementia</li><li data-bbox="347 394 1373 428">• Provide activities to maintain client's dignity, skills and health</li><li data-bbox="347 428 1373 457">• Develop and implement techniques which minimise the impact of challenging behaviours</li></ul>
18	<p data-bbox="298 489 824 522">TH-RM-104E-0 Demonstrate First Aid / CPR</p> <ul data-bbox="347 558 1091 646" style="list-style-type: none"><li data-bbox="347 558 1091 592">• Follow emergency action principles</li><li data-bbox="347 592 1091 625">• Demonstrate first aid for airway and breathing emergencies</li><li data-bbox="347 625 1091 646">• Demonstrate CPR skills</li></ul>

*The modules listed above may be conducted in a different sequence.*