

Level 3 – Advanced Certificate 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 Programme Coordinator /Executive, Assistant Case Manager or Social Work Assistant 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 range of work activities, most of which are complex and non routine in a variety of contexts
- The knowledge acquired is procedural with elements of abstraction and theory
- Work activities comprise tasks involving guidance of others and some planning and allocation of resources
- Activities are carried out under general supervision requiring a significant degree of judgment

Course Structure

There are 14 modules under the Advanced Certificate in Community and Social Services (Senior Services), comprising 10 core units and 4 elective units, from a pool of 15 Senior Services elective selections.

Course Modules

S/N	Unit Title
1	<p>CS-GV-301C-1 Apply a legal and ethical framework</p> <ul style="list-style-type: none">• Apply governance and legislative requirements relevant to the sector• Work in an ethical and professional manner• Recognise, respond to and protect clients rights and interests
2	<p>CS-AD-301C-1 Fulfil programme administration requirements</p> <ul style="list-style-type: none">• Meet information provision requirements• Plan and allocate programme resources• Manage meetings• Work with the manager/supervisor
3	<p>CS-SP-314C-1 Provide quality case work</p> <ul style="list-style-type: none">• Develop self awareness• Establish an appropriate working relationship with clients• Work with clients intensively• Refer clients for specialist services

S/N	Unit Title
4	<p>CS-CP-309C-1 Incorporate advanced common processes in Senior Services</p> <ul style="list-style-type: none"> • Identify and incorporate recent developments in the Senior Services context into own work • Work effectively with others in delivering Senior Services programmes • Deliver Senior Services programmes
5	<p>CS-CT-305C-1 Support the therapist to provide interventions to facilitate independent living for specific and complicated disorders</p> <ul style="list-style-type: none"> • Identify client needs • Assist the therapist in planning to meet client needs • Provide assistance to client under the direction of the therapist
6	<p>CS-SH-302C-1 Apply and supervise Workplace Safety and Health (WSH) policies and procedures</p> <ul style="list-style-type: none"> • Interpret safety and health policies, procedures and programmes to identify workers' responsibilities under the Workplace Safety and Health Act 2006 • Provide information to staff about the organisation's WSH policies and procedures • Implement and monitor participation and consultation for the management of • Implement and monitor risk management strategies
7	<p>CS-SP-307C-1 Provide, supervise and monitor services and programmes for clients</p> <ul style="list-style-type: none"> • Assist in the planning of the delivery of services and programmes to clients • Under supervision, implement the delivery of services and programmes to clients • Under supervision, monitor and review client services and programmes
8	<p>CS-WR-303C-1 Liaise and work with other services to achieve optimal client outcomes</p> <ul style="list-style-type: none"> • Foster networks to achieve effective outcomes • Work with other organisations to provide support to clients, family members and significant others
9	<p>CS-WR-304C-1 Manage workplace relationships effectively</p> <ul style="list-style-type: none"> • Promote cooperation in the workplace • Implement efficient communication processes • Report workplace issues • Build and maintain networks and relationships
10	<p>CS-WR-405C-1 Manage multi disciplinary professionals and stakeholders (L4 import)</p> <ul style="list-style-type: none"> • Establish relationships with multi disciplinary professionals and stakeholders • Work effectively with disciplinary professionals and stakeholders • Work with multi disciplinary teams

11	<p>CS-CSV-302E-1 Work with clients with dementia</p> <ul style="list-style-type: none"> • Use communication techniques which take account of the progressive and variable nature of dementia • Provide activities to maintain client's dignity, skills and health • Develop and implement techniques which minimise the impact of challenging behaviours
12	<p>CS-CSV-315E-1 Advocate for clients</p> <ul style="list-style-type: none"> • Work with clients to identify their needs and rights • Facilitate clients to represent their own needs • Provide and review information and referral to external services
13	<p>CS-SP-403C-1 Develop innovative programmes</p> <ul style="list-style-type: none"> • Generate innovative ideas for programmes in collaboration with others • Lead and inspire teams to innovate • Foster innovative and enterprising behaviours
14	<p>TH-RM-104E-0 Demonstrate First Aid / CPR</p> <ul style="list-style-type: none"> • Follow emergency action principles • Demonstrate first aid for airway and breathing emergencies • Demonstrate CPR skills

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