
Attendant Supervisor Job Profile

CHCDIS1C Orientation to disability work

Elements

Demonstrate an understanding of the delivery of quality services for people with disabilities

Demonstrate the capacity to support rights, interests and needs of people with disabilities

Respond to situations of risk or potential risk to people with disabilities

CHCDIS3C Provide services to people with disabilities

Elements

Assist the person with a disability to identify and meet their needs

Respond to changes in the needs of a person with a disability

Support or assist the person with a disability to meet their personal needs

CHCDIS4B Design procedures for support

Elements

Assess the person with a disability's personal support requirements

Design individual personal support procedures

Implement individual personal support procedures

CHCAD1C Advocate for clients

Elements

Assist clients to identify their rights and represent their own needs

Advocate on behalf of clients on request

Advocate for clients

CHCDADMIN3B Undertake administrative work

Elements

Maintain accounts

Participate in budgeting processes

Operate equipment

Maintain equipment

Monitor equipment use and needs

CHCCD1B Support community participation

Elements

Work with individuals and the community to promote participation

Support existing community activities

CHCCD12D Apply a community development framework

Elements

- Operate within a community development framework
- Work with individuals and groups to achieve community development outcomes
- Address individual issues arising when working within a community development framework
- Work effectively with diversity in the community

CHCCOM3C Utilise specialist communication skills to build strong relationships

Elements

- Identify appropriate communication strategies to meet the needs of clients and colleagues and build strong relationships
- Conduct effective communication with clients and staff
- Contribute to the development of effective communication strategies
- Represent the organisation to a range of groups
- Apply specific communication techniques to assist in resolving conflict
- Implement mechanisms that facilitate group discussions

CHCCS6B Assess and deliver services to clients with complex needs

Elements

- Assess and analyse client needs to ensure they can be met
- Identify and provide for the delivery of services to meet client needs
- Evaluate client service delivery

CHCINF3B Coordinate information systems

Elements

- Gather and record information
- Prepare and present reports
- Supervise processes for collection, use, storage and dissemination of information

CHCNET2B Maintain effective networks

Elements

- Develop cooperative working relationships and strategic alliances with other organisations
- Represent the organisation
- Maintain networks

CHCOHS301A Participate in workplace safety procedures

Elements

Identify hazards and assess risk
Follow procedures and strategies for risk control
Contribute to OHS in the workplace

CHCORG5B Maintain an effective work environment

Elements

Work to achieve identified outcomes
Establish and maintain appropriate work relationships
Facilitate operation of the workgroup
Review and develop own performance

SPECIALISATIONS

CHCAC3C Orientation to aged care work

Elements

Demonstrate an understanding of the structure and profile of the aged care sector
Demonstrate a commitment to the philosophy of 'positive ageing'
Support the rights and interests of older person

CHCAOD2C Orientation to the alcohol and other drugs sector

Elements

Work within the context of the alcohol and other drugs sector
Develop knowledge of the alcohol and other drugs sector
Demonstrate commitment to the central philosophies of the alcohol and other drugs sector

CHCMH1B Orientation to mental health work

Elements

Work within the context of the mental health sector
Develop knowledge of the mental health sector
Demonstrate commitment to the central philosophies of the mental health sector
Work with people from culturally and linguistically diverse backgrounds

CHCYTH1C Work effectively with young people

Elements

Develop a professional rapport with young people
Address issues associated with the culture of young people
Recognise that youth culture is distinct

FRONTLINE MANAGEMENT COMPETENCIES

BSZ404A Train Small Groups

Elements

Prepare for training
Deliver training
Provide opportunities for practices
Review training

BSBFLM501A Manage Personal Work Priorities and Professional Development

Elements

Establish personal work goals
Set and meet own work priorities
Develop and maintain professional competence

BSBFLM502A Provide leadership in the workplace

Elements

Model high standards of management performance and behaviour
Enhance the organisation's image
Influence individuals and teams positively
Make informed decisions

BSBFLM503A Establish effective workplace relationships

Elements

Gather convey and receive information and ideas
Develop trust and confidence
Build and maintain networks and relationships
Manage difficulties to achieve positive outcomes

BSBFLM507A Manage quality customer service

Elements

Plan to meet internal and external customer requirements
Ensure delivery of quality products/services
Monitor, adjust and report customer service