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## **Outreach Team Leader Job Profile**

### **CHCDIS11C Coordinate disability work**

#### **Elements**

Demonstrate commitment to high quality services for people with disabilities  
Support rights, interests and needs of people with disabilities  
Develop and implement a framework for quality service delivery

### **CHCADMIN4B Manage the organisation's finances, accounts and resources**

#### **Elements**

Implement budget processes  
Establish and implement systems for financial management and reporting  
Manage the use of funds  
Develop and recommend funding options  
Develop and implement resourcing proposals to meet operational needs  
Monitor resource usage and performance  
Manage property, equipment and stores

### **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

### **CHCCOM4B Develop, implement and promote effective communication techniques**

#### **Elements**

Contribute to the development of effective communication strategies  
Represent the organisation to a range of groups  
Facilitate group discussions  
Produce quality written materials  
Conduct interviews

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## **CHCCS4C Manage the delivery of quality client service**

### **Elements**

Coordinate services provided to clients  
Plan client service delivery  
Review client services

## **CHCINF4B Manage the organisation's information systems**

### **Elements**

Identify and address information requirements  
Supervise day to day processes for collection, use, storage and dissemination of information  
Establish and manage systems to record, store, process and distribute information  
Support and supervise the development of information and educational resources

## **CHCORG7B Manage workplace issues**

### **Elements**

Manage staff planning and recruitment  
Manage work allocation  
Evaluate workgroup effectiveness  
Implement disciplinary and grievance procedures

## **CHCORG11B Lead and develop others**

### **Elements**

Provide leadership, direction and guidance to the organisation  
Maximise own performance outcomes  
Manage effective work relationships  
Manage and improve the performance of individuals  
Support, participate and review group development  
Support and develop managers

## **CHCOHS401A Implement and monitor OHS policies and procedures for a work place**

### **Elements**

Explain OHS information for co-workers in team  
Coach co-workers in team  
Promote consultation and participation  
Implement and monitor enterprise procedures for identifying hazards and risk  
Maintain appropriate OHS records

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## **CHCINF5B Meet statutory and organisation information requirements**

### **Elements**

Identify information requirements  
Review options for systems to obtain information  
Establish and manage systems to record and store information  
Support and supervise the development of information and educational resources  
Provide staff training

## **CHCINF6B Manage information strategically**

### **Elements**

Develop and implement strategies for collection, verification and use of information to achieve organisational objectives  
Facilitate strategies for interagency information sharing and use  
Monitor and upgrade organisation's strategic management of information

## **CHCORG8C Establish and manage new programs or services**

### **Elements**

Complete strategic planning activities  
Manage implementation of new program or service  
Establish and manage organisational and operational arrangements  
Undertake appropriate evaluation and reporting

## **CHCORG10B Manage organisational change**

### **Elements**

Ensure practices of the organisation are appropriate  
Respond to change in the community  
Initiate and implement organisational change within a planning framework

## **CHCORG12B Review organisational effectiveness**

### **Elements**

Respond to the external environment  
Implement continuous improvement  
Refocus the organisation/service

## **CHCORG13B Manage organisational strategic and business planning**

### **Elements**

Formulate a strategic and business plan  
Apply the strategic and business plan

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## **CHCORG14B Manage a service organisation**

### **Elements**

Coordinate organisational planning  
Design and implement the structures and process of the organisation  
Implement evaluation processes  
Enable the organisation to meet legal requirements  
Establish the profile of the organisation and market its services  
Give direction for the effective management of the organisation  
Manage changes in the organisation

## **CHCORG16B Manage training**

### **Elements**

Maintain training records  
Report and advise on training  
Manage training expenditure and resources  
Maintain training activities within organisational and legal requirements

## **CHCCS301A Work within a legal and ethical framework**

### **Elements**

Demonstrate an understanding of legislation and common law relevant to work role  
Follow the organisation's policies and practices  
Work ethically  
Recognise and respond when the client's rights and interests are not being protected

## **CHCCS405A Work effectively with culturally diverse clients and co-workers**

### **Elements**

Apply an awareness of culture as a factor in all human behaviour  
Contribute to the development of relationships based on cultural diversity  
Communicate effectively with culturally diverse persons  
Resolve cross-cultural misunderstandings

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## **FRONTLINE MANAGEMENT COMPETENCIES**

### **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

### **BSBFLM504A Facilitate work teams**

#### **Elements**

Participate in team planning  
Develop team commitment and co-operation  
Manage and develop team performance  
Participate in and facilitate the work team

### **BSZ401A Plan assessment**

#### **Elements**

Establish evidence required for a specific context  
Establish suitable assessment method(s)  
Develop assessment tools appropriate to a specific assessment context  
Trial assessment procedure

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## **BSZ402A Conduct assessment**

### **Elements**

Identify and explain the context of assessment  
Plan evidence gathering opportunities  
Organise assessment  
Gather evidence  
Make the assessment decision  
Record assessment results  
Provide feedback to persons being assessed  
Report on the conduct of the assessment

## **BSZ403A Review assessment**

### **Element**

Review the assessment procedure(s)  
Check consistency of assessment decision  
Report review findings

## **BSZ404A Train small groups**

### **Elements**

Prepare for training  
Deliver training  
Provide opportunities for practice  
Review training