

Community Support Workers Course (accredited)

This unit is nationally recognised Community Services training. It is delivered over 50 hours: 36 hours in a classroom setting and 14 hours in the work place. The unit contains employability skills and is commonly used as an elective at the Certificate IV level in the following qualifications: Certificate IV in Social Housing Work, Homelessness Support, and Client Services.

Dates for 2016

Wed. Feb 3, 10 & 17 and Mar 9, 16 & 23
Fri. May 6, 13 & 20 and June 10, 17 & 24
Wed. Jul 27, and Aug 3 & 10, and Sept 7 & 14
Thurs. Sept 29 and Oct 6 & 13 and Nov 3, 10 & 17

The unit has been customised by Community Information and Support Victoria to facilitate the training required by Community Support Workers working in Community Information and Support Centres. The unit is also open to people who may be seeking employment in other information and support services.

CISVic Non-accredited Training

Building Upon your Interview Skills

AIM: An interactive course that builds on the skills and knowledge of current Community Support Workers.

DELIVERY: A 2 hour face-to-face session to enhance and strengthen your day to day interactions as a Community Support Worker. Maximum participants 30.

CONTENT:

- Learn new techniques and skills to improve your interviewing
- Share your experiences with others and look at what has changed

Working with Interpreter Training

AIM: Provides participants with skills to successfully communicate with clients using either on-site or telephone interpreting.

DELIVERY: A 3 hour face-to-face session where participants will have the opportunity to observe a mock interview using an accredited interpreter. Maximum participants: 20.

CONTENT: Assists participants with:

- An understanding of why an interpreter is different to using a bilingual family member
- information about how interpreters are trained
- skills to ensure that an interview with an interpreter runs smoothly
- ways of responding if the interview doesn't seem to be going well

Recognising & Responding to Family Violence

AIM: Provides participants with the capacity to respond to presentations of family violence and make appropriate referrals.

DELIVERY: A 4 hour face-to-face session co-presented by a family violence specialist and accredited trainer with experience in E/R service delivery. Maximum participants: 30.

CONTENT: Assist participants to:

- understand what family violence is, the impacts and the 'cycle of violence'
- learn about contributing factors
- ways of asking about violence and responding to disclosure
- ways to support someone and where to go for help

Dealing with Challenging Situations

AIM: Provides participants with skills to manage difficult situations with clients.

DELIVERY: A 6 hour face-to-face session where participants will have the opportunity to role play learnt skills. Maximum participants: 20.

CONTENT: Assist participants to:

- identify "challenging situations"
- recognising the triggers of challenging situations
- learning strategies to Respond, Defuse and Resolve situations
- preventing and minimising challenging situations
- understand Duty of Care

For more information about our accredited and non-accredited training, including costs please contact Jill Wilson (Sector Development Manager) on 03 9672 2005 or email jill@cisvic.org.au

Community Information & Support Victoria