CHCPWK005 Work effectively with carers as a mental health peer worker

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 2.0* and meets the requirements of the 2012 Standards for Training Packages. Minimal changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.

Application

This unit describes the skills and knowledge required to establish carer peer relationships and work collaboratively with consumers and others to provide services.

This unit applies to mental health peer work in the mental health sector.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish and maintain effective relationships with mental health carers	1.1 Use lived experience to establish and maintain a safe and positive working relationship with other carers 1.2 Clarify role of carer peer worker at initial engagement to clarify role expectations and define appropriate relationship guidelines 1.3 Build effective communication strategies to clarify meaning and build a working relationship based on shared understanding 1.4 Discuss with the carer their needs and goals, identify

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Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	supports and using a strengths based approach address these needs
	1.5 Collaborate with the carer to establish a carer support plan
2. Facilitate access to resources and information	2.1 Provide information about opportunities and strategies for carers to achieve their preferred support
	2.2 Provide information, resources and education on a range of matters relating to carer, family and natural supports
	2.3 Maintain accurate information and regularly review for currency and relevance
	2.4 Compile carer developed resources and literature for access by service users and staff
3. Provide support and services	3.1 Use strategies to ensure all interactions with carers uphold the principles and practices of peer work
	3.2 Collaborate with carers and relevant others to ensure that individual and cultural needs are addressed
	3.3 Collaborate with carers to ensure appropriate levels and opportunities for carer consultation
	3.4 Facilitate and support carer networks and represent carer perspectives
	3.5 Respond promptly and supportively to carers in distress or crisis, in accordance with duty of care and organisation policies and procedures
	3.6 Complete documentation, records of service and reports as this applies to carer peer work
	3.7 Follow organisation's policy and procedures, particularly in relation to code of conduct, ethics, duty of care, record keeping, confidentiality and privacy, as this applies to carer peer work
	3.8 Identify and minimise role strain, role conflict and role confusion issues in a timely way
	3.9 Maintain boundaries appropriate to the delivery of

SkillsIQ

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	peer delivered services
4. Work collaboratively with other staff	4.1 Discuss limits of own knowledge, abilities and work role and make appropriate referrals in accordance with organisation's policy and procedures
	4.2 Work collaboratively with other service staff and mental health workers to support holistic and seamless services
	4.3 Contribute to policy development about peer issues
	4.4 Promote the service and peer work to other workers

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) *that are essential to performance.*

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53