



Australian Government

Department of Education, Employment and Workplace Relations

CHCMH401A Work effectively in mental health settings

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required in the context and across the range of settings where mental health work occurs

Application of the Unit

Application

This unit applies to work with clients affected by a mental illness in a range of community services work contexts

This work provides a person-centred approach to care, involving a variety of health and community service professionals working collaboratively with the client, their carer/s and family

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Work within the context of the mental health sector

PERFORMANCE CRITERIA

- 1.1 Demonstrate consideration of the historical context of the sector in all work
- 1.2 Demonstrate consideration of the changing social, political and economic context in all work
- 1.3 Clarify and work within individual, team and multi-disciplinary work roles and structures, using collaborative approaches to work in the mental health sector, including contribution of consumer workers

2. Apply knowledge of the mental health sector

- 2.1 Apply basic knowledge of the current issues and *different models of work* which impact on the sector
- 2.2 Apply basic knowledge of the historical and social context of the mental health sector
- 2.3 Apply basic knowledge of the political and economic context of the mental health sector
- 2.4 In collecting information about the mental health sector, consider and apply appropriately views of relevant *key stakeholders and representatives*

ELEMENT**PERFORMANCE CRITERIA**

3. Demonstrate commitment to the central philosophies of the mental health sector
 - 3.1 Demonstrate consideration and understanding of the *underpinning values and philosophy of the sector* in all work undertaken
 - 3.2 Demonstrate commitment to *access and equity principles* in all work in the sector
 - 3.3 Ensure clients participate in all aspects of service planning and support activities
 - 3.4 Identify and take into account personal values and attitudes regarding mental health and illness when planning and implementing all work activities

4. Demonstrate an understanding of the range of mental health service options
 - 4.1 Identify the range of mental health service options
 - 4.2 Demonstrate consideration and understanding of the contribution of different service options to the recovery process
 - 4.3 Identify broad job requirements in different service options
 - 4.4 Demonstrate consideration of the role of other health and community service providers in supporting a consumer in the recovery process

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Impact of stigma
- A range of facts/myths about mental illness and psychiatric disability
- Basic principles of disability
- Participative models of service delivery
- Range of services that exist to assist people to address their mental health needs
- Key concepts such as promotion, prevention and early intervention and how they are related to the social, economic, political and historical contexts of mental health service provision
- Principles of community delivered service provision
- Importance of client input
- Holistic and person-centred care
- Current issues facing people affected by mental illness
- Client needs and rights including duty of care
- Principles of client empowerment/disempowerment
- Historical and social context of mental health
- Political and economic context of mental health
- Principles of access and equity
- Basic policy, regulatory, legislative and legal requirements include
 - mental health acts
 - Privacy Act
 - equal employment opportunity principles
 - community treatment orders
 - community counselling orders
 - guardianship board
 - freedom of information act

REQUIRED SKILLS AND KNOWLEDGE

- individual rights
- united nations principles for the protection of persons with mental illness and the improvement of health care
- national mental health policy and plan
- national mental health service standards
- disability services/discrimination acts and standards
- Involuntary and voluntary admission to hospital
- National standards for mental health services
- Historical and social context

continued ...

Essential knowledge (contd):

- Current issues facing clients and existing services to address their needs and rights
- Understanding of regulations and guidelines governing the handling of medication
- Early intervention
- Legal system
 - courts
 - police powers
 - court reports
 - tribunals
 - parole
 - community treatment orders
- Indigenous Australian culture
- Knowledge specific to working with people from culturally and linguistically diverse backgrounds
- Knowledge specific to working with people at risk of self-harm

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate application of understanding of underpinning values and philosophies in the mental health sector, such as:
 - holistic and person-centred approaches
 - social inclusion focus of working with people with mental health issues
 - collaborative approaches to working with people with mental health issues and their carers where appropriate
 - value, importance and history of the role of consumer workers
- Demonstrate an application of an understanding of impact of stigma

REQUIRED SKILLS AND KNOWLEDGE

- Demonstrate an application of the issues facing people affected by mental health issues
- Demonstrate broad skills to identify and analyse the range of service options and the role they play in dealing with mental health issues

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit is best assessed on the job or in a simulated workplace under the normal range of conditions
- Consistency in performance should consider the requirements of the particular workplace context

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment of this unit include access to a workplace or simulated workplace where assessment may occur

Method of assessment:

- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
- Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
- Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

Related units:

This unit should be assessed after or in conjunction with:

- CHCMH402A Apply understanding of mental health issues and recovery processes

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Identification of reasons for seeking help may be assisted by:

- The client
- Carers
- Colleagues
- Information from other services

RANGE STATEMENT

Context includes:

- Statutory framework within which work takes place
- Historical context of work e.g.
 - changing attitudes to mental health
 - changing approaches to working with people with mental health issues
- Changing social context of work such as:
 - person-centred and collaborative approach to working with people with mental health issues
 - changing government and societal views of mental health
 - increasing use of consumer workers
 - deinstitutionalisation
- Political context such as:
 - government policies and initiatives affecting mental health work
 - mainstreaming
- Economic context e.g. current economic situation as it relates to and affects mental health and the subsequent impact on client needs
- Facts/myths about mental illness and psychiatric disability

Different models of work in the sector may include:

- Community development and education
- Mental health promotion
- Case management
- Working with families and carer/s
- Clubhouse
- Psychosocial rehabilitation
- Supported employment
- Peer support/self help
- Crisis situation responses
- Early intervention/prevention
- Consumer run models
- Clinical mental health services
- Residential services
- Respite care
- Home based support

RANGE STATEMENT

Stakeholders and representatives may include:

- People with mental health issues
- Carers
- Friends, peers and target group
- Families and care givers
- Consumer workers
- Local community
- Community organisations
- Government representatives and service providers
- Clinical mental health services
- Peak bodies and networks in the sector
- Management, colleagues, supervisor, team members

The underpinning values and philosophy of the sector may include:

- A holistic and person-centred approach
- Family sensitive approaches
- Community education
- Promotion of mental health and well being
- Early intervention
- Delivery of appropriate services
- Commitment to meeting the needs and upholding the rights of consumers
- Commitment to empowering the consumer
- Encouragement of personal growth and development toward recovery and wellness

A commitment to access and equity principles includes:

- Creation of a consumer oriented culture
- A non-discriminatory approach to all people using the service, their family, carer/s and friends, the general public and co-workers
- Ensuring the work undertaken takes account of and caters for differences including: cultural, physical, religious, economic, social

RANGE STATEMENT

Cultural and linguistic differences may include:

- Different cultural and social contexts
- The needs of indigenous Australians
- The needs of people from non-English speaking backgrounds
- Social variables such as social attitudes to mental illness

Unit Sector(s)

Not Applicable