



Australian Government

Department of Education, Employment and Workplace Relations

HLTSHU509C Maintain personal health and awareness as a professional responsibility

Release: 1

HLTSHU509C Maintain personal health and awareness as a professional responsibility

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit covers the skills required for a health worker to maintain personal and professional health in order to effectively treat clients and to maintain professional integrity

Application of the Unit

Application

This unit applies to work in a range of health settings
Application of this unit should be contextualised to reflect any professional requirements, issues and practices specific to each workplace

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

PERFORMANCE CRITERIA

1. Establish and implement a personal health strategy

- 1.1 Develop *personal health and awareness* according to values consistent with health discipline philosophy and practice
- 1.2 Provide a model for personal and community health by demonstrating and maintaining *self discipline, personal values and professional identity*
- 1.3 Demonstrate punctuality, mental and physical stamina, focussed attention, genuine interaction and consistency with own advice

2. Develop an appreciation of the human condition

- 2.1 Reflect an understanding and respect *of influences on human behaviour and health* in interaction with others
- 2.2 Acknowledge and respect cultural, gender and other differences

3. Develop a professional identity

- 3.1 Recognise, understand and apply the health work roles and abilities in accordance with accepted standards
- 3.2 Ensure the practice setting is appropriate to the standards and requirements of the client, the profession and the public
- 3.3 Demonstrate confidence, recognition of *self-limits* and a capacity to establish and maintain a professional approach

ELEMENT

PERFORMANCE CRITERIA

4. Interact with the health care profession

4.1 Cultivate *communication* with other members of the health sector, other health care professionals and the general public, as required to identify, develop and maintain professional *standards*

4.2 Receive or dispatch information critical to responsible client management to other professionals or services

4.3 Respect and acknowledge external case management or intervention selected by the client

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

This includes knowledge of:

- Factors and circumstances likely to cause personal stress in the work environment
- Methods of controlling stress
- Service support programs and other available resources

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Identify own personal stress and stressors
- Identify stress in others in the workplace
- Take steps, including the offer of support, to reduce, control or otherwise deal with stress

In addition, the candidate must be able 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

This includes the ability to:

- Communicate with people from diverse cultural and linguistic backgrounds
- Discuss issues relating to stress with colleagues and supervisor
- Use problem solving skills including:
 - analysing information
 - making decisions to effectively manage personal stress within the working environment
 - using available resources
- Use oral communication skills required to fulfil job roles as specified by the organisation, including:
 - acknowledging and responding to a range of views
 - active listening

REQUIRED SKILLS AND KNOWLEDGE

- asking questions
- using interviewing techniques
- Use interpersonal skills, including:
 - relating to persons from differing cultural, social and religious backgrounds
 - showing empathy with colleagues
 - working with others
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - personal stress management plan
 - reading and understanding incident reports and case management materials

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 competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation in the work environment is preferable. However, where workplace observation is insufficient to demonstrate competence, simulations and/or case studies may be used as supporting evidence
- Evidence of workplace performance over time must be obtained to inform a judgement of competence
- Assessment of sole practitioners must include a range of clinical situations and different client groups covering at minimum, age, culture and gender
- Assessment of sole practitioners must consider their unique workplace context, including:
 - interaction with others in the broader professional community as part of the sole practitioner's workplace
 - scope of practice as detailed in the qualification and component competency units

EVIDENCE GUIDE

- holistic/integrated assessment including:
- working within the practice framework
- performing a health assessment
- assessing the client
- planning treatment
- providing treatment

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity 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 health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of 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 health of Aboriginal and/or Torres Strait Islander clients and communities

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.

RANGE STATEMENT

Development of personal health and awareness may include:

- Undertaking chosen health maintenance practices and accepting the observations or other health professionals
- Meditation or other introspective practices
- Professional counselling
- Peer support networks
- Regular physical activity

Self discipline, personal values and professional identity may be demonstrated through:

- Attitudes, composure and dialogue which occurs within the practice setting
- Condition and maintenance of work premises
- Behaviours and activities within the public domain
- Promotional and information literature made available by the health worker to clients and the public

Behaviour and presentation of the health worker encompasses:

- Work environment
- Personal appearance
- Technical performance of health work role
- Demonstrable attitudes and values
- Working within physical and emotional limitations
- A personal sense of wellbeing

Influences on human behaviour and health include:

- Age
- Ethnic
- Cultural origins
- Gender

Interaction with others refers to:

- Physical
- Verbal
- Non-verbal
- Work-based and public interaction
- Effective handling of client feedback and complaints

RANGE STATEMENT

Self-limits refers to:

- Individual level of competency
- Scope of experience
- Physical endurance
- Availability and commitment to clients
- Awareness of bias and inappropriate responses

Communication may be by:

- Journals and other publications
- Association or other meetings
- Peer support networks and groups
- Continuing education workshops and seminars
- Other verbal or written communication between individuals

Standards include:

- Competency-based standards
- Accepted business practice standards
- Personal and professional conduct consistent with accepted codes of ethics and conduct
- Membership of relevant professional associations

Unit Sector(s)

Not Applicable