



Australian Government

Department of Education, Employment and Workplace Relations

CHCAOD402A Work effectively in the alcohol and other drugs sector

Release: 1

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Modification History

Unit Descriptor

This unit describes the knowledge and skills required by all workers who may be working primarily with clients with alcohol and other drugs (AOD) issues and provides a basic introduction to values, services and approaches applied to work in this sector

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Application of the Unit

This unit applies to those working with clients with AOD issues in the delivery of community services

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Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

This unit contains Employability Skills

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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.

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Elements and Performance Criteria

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Element	Performance Criteria
1 Work within the context of the AOD sector	<p>1.1 Reflect consideration in all work in the sector of the historical context of the sector</p> <p>1.2 Reflect consideration in all work of the changing social, political and economic context</p> <p>1.3 Reflect consideration of the interrelationship of issues affecting clients in all work in the AOD sector</p>
2 Develop knowledge of the AOD sector	<p>2.1 Demonstrate consideration and basic understanding of the essential values and philosophy of the sector in work undertaken</p> <p>2.2 Demonstrate in all work basic knowledge of the current issues which impact on the sector and different models of work</p> <p>2.3 In collecting information about the AOD sector, collect and use the views of key stakeholders and representatives from relevant target groups</p> <p>2.4 Apply understanding of risks related to personal safety when working in AOD sector</p>
3 Develop knowledge of work requirements across a range of settings	<p>3.1 Demonstrate consideration and understanding of the range of settings supporting people with alcohol and other drug needs</p> <p>3.2 Demonstrate the client variables that might indicate the most appropriate service delivery setting</p>
4 Demonstrate commitment to the central philosophies of the AOD sector	<p>4.1 Demonstrate consideration and understanding of the essential values and philosophy of the sector in all work undertaken</p> <p>4.2 Demonstrate a commitment to access and equity principles in all work in the sector</p> <p>4.3 Identify personal values and attitudes regarding AOD use and take these values and attitudes into account when planning and implementing all work activities</p>

- 5 Communicate effectively in a community services setting
 - 5.1 Develop, review and revise personal skills in communication as an ongoing priority to address organisation standards
 - 5.2 Exercise caution in communicating personal information by oral and written means to ensure confidentiality of client and staff matters
 - 5.3 Routinely apply workplace protocols and procedures in all workplace communication to support accuracy and understanding of information provided and received
 - 5.4 Recognise individual and cultural differences and make any adjustments needed to facilitate the achievement of identified outcomes
 - 5.5 Conduct interpersonal communication with clients and colleagues in a manner that enhances a client-centred approach consistent with organisation standards
 - 5.6 Take appropriate measures to resolve conflict and interpersonal differences in the workplace
- 6 Work ethically
 - 6.1 Follow ethical guidelines in decision-making in all work undertaken with an awareness of potential ethical complexity in own work role
 - 6.2 Reflect understanding and compliance with the principles of duty of care and legal responsibilities in all work undertaken
 - 6.3 Refer any breach or non adherence to standard procedures or adverse event to appropriate personnel
 - 6.4 Maintain confidentiality of any client matter in line with organisation policy and procedure
 - 6.5 Show respect for rights and responsibilities of others through considered application of work practices
 - 6.6 Reflect current working knowledge and understanding of employee and employer rights and responsibilities in all work undertaken
 - 6.7 Recognise, avoid and/or address any conflict of

interest

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 perform task skills; task management skills; contingency management skills and job/role environment skills as outlined in elements and performance criteria of this unit

These include knowledge of:

Harm minimisation approach to work in the sector and a range of support activities

Understanding of risks related to personal safety when working in AOD sector

In depth knowledge of alcohol and other drug issues and their impact on individuals and the community

Mental health issues and co-existing drug issues

Awareness of risk and co-morbidity issues, including theoretical frameworks about motivation to change alcohol and/or other drug use

Holistic and client-centred care

Client needs and rights including duty of care

Principles of client and community empowerment/disempowerment

Principles of access and equity

Statutory and legislative framework within which work takes place, including legal issues facing workers in the AOD sector

Historical and social context as listed in the Range Statement

Political and economic context as listed in the Range Statement including early intervention and health promotion

Range of different settings

Current issues facing clients and existing services to address their needs and rights

Principles and practices of community support

Principles and practices of ethics and values

Principles of health promotion (as per Ottawa Charter)

Basic pharmacology relevant to the work being undertaken, including:

types of drugs

dose levels

effects of specific drugs

misuse and abuse of benzodiazepines and other pharmaceutical drugs

tolerance

treatment approaches broadly

Essential skills:

It is critical that the candidate demonstrate the ability to:

Apply an in depth knowledge of alcohol and other drug issues and their impact on individuals and the community

Apply an understanding of the appropriateness of a range of different settings

In addition, the candidate must be able to demonstrate relevant task skills; task management skills; contingency management skills and job/role environment skills

These include the ability to:

Demonstrate interpersonal communication with clients and other stakeholders

Prepare reports so that the information and the organisation of this information is appropriate to its purposes and audience

Work individually or as part of a team

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 must be assessed with other relevant specialisation units chosen as part of a qualification

This unit may be assessed on the job or through simulation

Assessment must be over a range of situations with more than one target group. It will entail observations and other workplace assessment tools

Consistency in performance should consider the work environment, worker's role and responsibilities in the workplace

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

Context of and specific resources for assessment:

Resources required for assessment include access to appropriate workplace where assessment can take place

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

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.

Historical, social, political and economic context includes:

Statutory framework within which work takes place in the sector

Historical context of work e.g. changing attitudes to AOD use; changing approaches to working with clients

Changing social context of work e.g. changing government and societal views of AOD use and approaches to working with clients

Political context e.g. government policies and initiatives affecting AOD work including early intervention and health promotion

Economic context e.g. the current economic situation as it relates to and affects AOD use and the subsequent impact on client needs

Consideration of the interrelationship of issues affecting clients may include:

Community development approach

Empowerment of the community

Essential values and philosophy of the sector may include:

A holistic and client-centred approach - i.e. promotion of health and well being; early identification of health problems; delivery of appropriate services; commitment to meeting the needs and upholding the rights of clients; commitment to empowering the client

A focus on harm minimisation including harm prevention; harm reduction; health promotion and harm management

Models of work in the sector may include:

Community development and education

Case management

Working with families

Stakeholders and representatives may include:

Clients
Friends, peers and target group
Families and care givers
Consumer workers
Local community
Community organisations
Government representatives and service providers
Specialists/experts
Peak bodies and networks in the sector
Services
Management, colleagues, supervisor, team members

Settings may include:

Residential rehabilitation
Home based withdrawal
Day program
De-toxication unit
Outreach
Home via telephone/email/internet
Inpatient
Any community setting

A commitment to access and equity must be demonstrated by:

A non-discriminatory approach to all people using the service, their family 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 etc

Unit Sector(s)