



Australian Government

Department of Education, Employment and Workplace Relations

CHCAOD402B Work effectively in the alcohol and other drugs sector

Release: 1

CHCAOD402B Work effectively in the alcohol and other drugs sector

Modification History

Not Applicable

Unit Descriptor

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

Application of the Unit

Application

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

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. Work within the context of the AOD sector

- 1.1 Reflect consideration in all work in the sector of the *historical context of the sector*
- 1.2 Reflect consideration in all work of the changing *social, political and economic context*
- 1.3 Reflect *consideration of the interrelationship of issues affecting clients* in all work in the AOD sector

2. Develop knowledge of the AOD sector

- 2.1 Demonstrate consideration and basic understanding of the *essential values and philosophy of the sector* in work undertaken
- 2.2 Demonstrate in all work basic knowledge of the current issues which impact on the sector and different *models of work*
- 2.3 In collecting information about the AOD sector, collect and use the views of key *stakeholders and representatives* from relevant target groups
- 2.4 Apply understanding of risks related to personal safety when working in AOD sector

ELEMENT**PERFORMANCE CRITERIA**

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|---|--|
| 3. Develop knowledge of work requirements across a range of <i>settings</i> | 3.1 Demonstrate consideration and understanding of the range of <i>settings</i> supporting people with alcohol and other drug needs

3.2 Demonstrate the client variables that might indicate the most appropriate service delivery setting |
| 4. Demonstrate commitment to the central philosophies of the AOD sector | 4.1 Demonstrate consideration and understanding of the essential values and philosophy of the sector in all work undertaken

4.2 Demonstrate a <i>commitment to access and equity</i> principles in all work in the sector

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 |
| 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 |

ELEMENT**PERFORMANCE CRITERIA****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

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:

- Awareness of risk and co-morbidity issues, including theoretical frameworks about motivation to change alcohol and/or other drug use
- 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
- Client needs and rights including duty of care
- Current issues facing clients and existing services to address their needs and rights
- Harm minimisation approach to work in the sector and a range of support activities
- Historical and social context as listed in the Range Statement
- Holistic and client-centred care
- 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
- Political and economic context as listed in the Range Statement including early intervention and health promotion
- Principles and practices of community support
- Principles and practices of ethics and values
- Principles of access and equity
- Principles of client and community empowerment/disempowerment
- Principles of health promotion (as per Ottawa Charter)
- Range of different settings

REQUIRED SKILLS AND KNOWLEDGE

- Relevance of the work role and functions to maintaining sustainability of the workplace, including environmental, economic, workforce and social sustainability
- Statutory and legislative framework within which work takes place, including legal issues facing workers in the AOD sector
- Understanding of risks related to personal safety when working in AOD sector

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 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 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
- Recognise and act upon opportunities to enhance sustainability in the workplace
- Work individually or as part of a team

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

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit must be assessed with other relevant

EVIDENCE GUIDE

competency:

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

EVIDENCE GUIDE

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.

RANGE STATEMENT

Historical, social, political and economic context includes:

- Changing social context of work e.g. changing government and societal views of AOD use and approaches to working with clients
- Economic context e.g. the current economic situation as it relates to and affects AOD use and the subsequent impact on client needs
- Historical context of work e.g. changing attitudes to AOD use; changing approaches to working with clients
- Political context e.g. government policies and initiatives affecting AOD work including early intervention and health promotion
- Statutory framework within which work takes place in the sector

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

Models of work in the sector may include:

- Case management
- Community development and education
- Working with families

RANGE STATEMENT

Stakeholders and representatives may include:

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

Settings may include:

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

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)

Not Applicable