CHCCS426B Provide support and care relating to loss and grief

Release: 1

CHCCS426B Provide support and care relating to loss and grief

Modification History

CHC08 Version 3	CHC08 Version 4	Comments
CHCCS426A Provide support and care relating to loss and grief	CHCCS426B Provide support and care relating to loss and grief	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to provide support for individuals who are experiencing loss, grief and bereavement

Application of the Unit

Application	This unit of competency may be applied in a range of community services contexts involving supporting individuals dealing with loss, grief and bereavement

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. Identify effects and impact of *loss* and *features of grief*	1.1 Clarify the impact of specific loss(es) and common features of grief and trauma and their interplay at the individual, family and community level
	1.2 Recognise common but also distinctive *expressions of grief* and complex grief
	1.3 Take into account distinctive *social*, *cultural*, *ethnic and spiritual differences* in loss and grief
	1.4 Recognise the elevated risk of developing negative impacts on health and well being after a loss
	1.5 Recognise and understand disenfranchised grief
	1.6 Identify and demonstrate understanding and respect for specific approaches and responses of individuals, families and communities to grief
	1.7 Demonstrate understanding of *integration of loss*
2. Engage empathically with people who are living with loss	2.1 *Interact with individuals with empathy*, *sensitivity*, *professionalism and courtesy*
	2.2 Identify and respect social, cultural, ethnic and spiritual differences which may affect grief and bereavement responses
	2.3 Apply, within culturally appropriate boundaries *verbal and non-verbal approaches* to dealing with and responding to grieving individuals
	2.4 Apply, within culturally appropriate boundaries *empathic listening skills*

ELEMENT	PERFORMANCE CRITERIA
3. Provide support for individuals who are grieving and identify potential for healing and growth	3.1　Recognise common reactions to loss and the range of grief responses
	3.2　Recognise common reactions to trauma and the range of responses
	3.3　Identify individuals experiencing *difficulty in coping with grief and trauma* and link them with options for further help as needed
	3.4　Demonstrate understanding of the role of complex grief reactions
	3.5　Identify and assess an individual's suicide risk and where necessary refer to appropriate services
	3.6　Use, within culturally appropriate boundaries communication techniques to respond to each individual's needs in relation to their grief and bereavement
	3.7　Identify, suggest or use strategies for formal and informal *grief and bereavement support*
	3.8　Maintain confidentiality in line with organisation practices
4. Identify, inform and refer to appropriate grief and bereavement care services and resources	4.1　Identify grief and bereavement care services available in the community
	4.2　Identify *referral procedures* in accordance with organisation policies and procedures
	4.3　Identify and make accessible general *grief and bereavement care information resources*
	4.4　Fully inform individual about grief and bereavement care service options
	4.5　Obtain feedback from individual to determine whether options are clearly understood
5. Identify and recognise *risks associated with grief and bereavement support*	5.1　Identify and recognise a range of risks associated with grief and bereavement support
	5.2　Develop and implement appropriate *strategies to minimise risks associated with grief and bereavement support*

ELEMENT	PERFORMANCE CRITERIA
6. Access appropriate supervision and debriefing	6.1 Identify the *need to access appropriate supervision*
	6.2 Identify the *need to access appropriate debriefing*
	6.3 Develop and implement appropriate strategies to access supervision and debriefing
7. Review and evaluate grief and bereavement support provided	7.1 Reflect on outcomes during and after support is provided
	7.2 Identify where further support is required
	7.3 Review practices for continuous improvement

Community Services and Health Industry Skills Council

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:

- Potential impact of specific loss(es) and common features of grief and bereavement at the individual, family and community level
- Potential impact of specific loss(es) and common features of trauma at the individual, family and community level
- Potential impact of specific loss(es) and common features of complex grief at the individual, family and community level
- Reactions to loss and associated expressions of grief and bereavement
- Awareness of how loss, grief and bereavement can impact on social and emotional health and well being
- Integration of loss
- Distinctive social, cultural, ethnic and spiritual differences in loss, grief and bereavement
- Awareness of the context and circumstances prior to loss and their impact on grief and bereavement
- Awareness of the broad spectrum of loss
- Strategies for formal and informal grief and bereavement support
- Available grief and bereavement care services and information resources
- Understanding of a 'stress vulnerability model'

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Recognise expressions of loss, grief, trauma and bereavement
- Respond appropriately to a range of approaches and responses to loss, grief and trauma
- Engage with individuals experiencing loss, grief trauma and bereavement with empathy, sensitivity, professionalism and courtesy
- Refer individuals who show some signs of mental illness to appropriate services

In addition, the candidate must be able to effectively do the task outlined in elements and

Community Services and Health Industry Skills Council

REQUIRED SKILLS AND KNOWLEDGE

performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Apply verbal and non-verbal approaches to dealing with and responding to grieving individuals
- Use effective communication skills, including:
    - empathic listening skills
    - use appropriate communication techniques to respond to individual needs
    - provide information clearly and sensitively
    - obtain feedback to confirm understanding
- Maintain documentation as required, including effective use of relevant information technology in line with work health and safety (WHS) guidelines

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 in the workplace or in a simulated workplace under the normal of range conditions - Assessment should be gathered on one or more occasions but must reflect the normal range of client situations encountered in the workplace

Community Services and Health Industry Skills Council

EVIDENCE GUIDE

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:	• This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
Method of assessment:	• Consistent performance and development would be expected to be demonstrated involving a combination of oral and written media while also featuring simulated and actual practice
	• Examples might include:
	• group exercises
	• written (e.g. journal) and verbal responses to questioning
	• simulated exercises

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.

Loss may include:	- Primary losses - Secondary losses: - losses of the internal world, such as loss of cognitive or sensory capacity - interaction losses - losses of the external world, such as material or personal losses - Cumulative losses
Features of grief may include:	- Sadness - Longing - Somatic complaints - Integration

RANGE STATEMENT

Expressions of grief may include:	• Anger • Anxiety • Change in worldview • Chronic sorrow • Confusion • Depression • Despair • Drop in self-esteem • Fear of going mad • Feeling unable to cope • Guilt and remorse • Helplessness • Hopelessness • Loneliness • Questioning of values and beliefs • Relief • Shock and disbelief • Suicidal ideation
Social, cultural, ethnic and spiritual differences in loss, grief and bereavement may include:	• Reactions to loss • Individual expressions of grief and bereavement • Cultural expressions of grief and bereavement • Spiritual and religious beliefs relating to loss, grief and bereavement • Coping strategies
The context and circumstances prior to loss may include:	• Socioeconomic circumstances • Presence of mental illness in the deceased • Age of deceased • Family relationships
Integration of loss may include:	• Dual process • Meaning reconstruction • Continuing bonds • Disenfranchised grief • Grieving styles

Community Services and Health Industry Skills Council

RANGE STATEMENT

Interact with individuals with empathy, sensitivity, professionalism and courtesy may include:	• Empathic listening • Identifying and affirming the grieving person's strengths and opportunities • Helping manage overwhelming feelings to facilitate coping • Using questions and concreteness to focus on identifying immediate needs and concerns • Facilitating informed choices by the grieving person • Unconditional positive regard for the grieving person • Non-judgemental approach • Genuineness of response
Appropriate verbal and non-verbal approaches may include:	• Verbal approaches that support empathy, sensitivity, professionalism and courtesy • Facial expressions, gestures, eye contact and personal space that support empathy, sensitivity, professionalism and courtesy
Empathic listening skills may include:	• Appropriate brief encouragers which help the grieving person relate their story and concerns • Reflection of feelings /thoughts, behaviours and experience (content) • Hearing the grieving person's concerns • Paraphrasing (reflection of content) • Using open and closed questions to expand or clarify understanding • Understanding the grieving person's context • Recognising when higher levels of care may be indicated • Balancing the frequency of questions • Summarising and closure • Application of listening skills within culturally-appropriate boundaries
Difficulty in coping with grief and trauma may include:	• Symptoms of separation distress • Symptoms of traumatic distress/stress • Complex grieving • Suicidal ideation

RANGE STATEMENT

Grief and bereavement support strategies and grief and bereavement care services may include:

- Aboriginal health services
- Coronial services
- Emergency services
- Empathic listening
- General practitioners
- Group grief counselling
- Health services
- Individual grief counselling
- Palliative care services and teams
- Practical support
- Psychological services
- Spiritual and faith care services
- Support group
- Telephone counselling services

Referral procedures may include:

- Referral information
- Referral databases
- Referral protocols

Grief and bereavement care information resources may include:

- Internet resources
- Fact sheets
- Information packs

Risks associated with grief and bereavement support may include:

- Compassion fatigue
- Vicarious traumatisation
- Burnout
- Lack of adequate supervision
- Lack of access to external expertise

Strategies to minimise risks associated with grief and bereavement support may include:

- Self care
- Supervision
- Debriefing
- Back up support
- External networks and expertise

RANGE STATEMENT

The need to access to appropriate supervision and/or debriefing may include:

- Duty of care to clients
- Self care

Unit Sector(s)

Not Applicable