



Australian Government

Department of Education, Employment and Workplace Relations

CHCMH501A Provide advanced supports to facilitate recovery

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to provide advanced support strategies for people with mental illness and psychiatric disabilities

Advanced supports involve analysis within a mental health diagnostic framework and the planning and implementation of psychosocial rehabilitation for specific client outcomes

Application of the Unit

Application

This unit applies to work with mental health consumers 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, carers and family members

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. Determine support and service requirements

PERFORMANCE CRITERIA

- 1.1 Determine the possible complexities of client's and carer's needs based on an analysis within a mental health diagnostic framework
- 1.2 Determine most appropriate assessment strategies based on client information, client and carer context and mental health diagnostic framework
- 1.3 Determine most appropriate *assessment strategies* to best capture complexities of *client* and carer issues due to issues other than mental health
- 1.4 Confirm the appropriateness, validity and strength of the assessment relative to needs of client and carer
- 1.5 Gather resources required to complete the assessment
- 1.6 Determine availability of client and carer according to organisation protocols
- 1.7 Determine availability of appropriate space, if required
- 1.8 Conduct the assessment in accordance with client and carer pace and intensity requirements

ELEMENT**2. Prepare for support and service requirements****PERFORMANCE CRITERIA**

- 2.1 Review possible complexities of client and carer needs based on an analysis within *a mental health diagnostic framework*, and with reference to assessment information
- 2.2 Review complexities of client and carer needs within a context of the recovery process
- 2.3 Review literature on best practice that is relevant to the client and carer
- 2.4 Determine most appropriate support and service strategies based on client assessment and research information
- 2.5 Identify possible interaction effects when multiple interventions are involved
- 2.6 Determine appropriate outcomes and outcome indicators for specific interventions
- 2.7 Determine risks associated with planned intervention and take appropriate action
- 2.8 Gather resources to provide support, in line with client's needs and recovery plan specifications

ELEMENT**PERFORMANCE CRITERIA****3. Conduct supports and other service delivery**

- 3.1 Confirm the client and carer understanding of the support to be provided and desired outcomes
- 3.2 Obtain informed consent from client before commencing support activities
- 3.3 Clarify any misunderstanding or confusion experienced by client and/or carer
- 3.4 Work with client and carer to develop a support plan in the context of recovery
- 3.5 Work with client and carer to determine appropriate roles of client, carer, worker and others in the intervention
- 3.6 Monitor participation of client, carer (and others) against progress toward desired outcome/s
- 3.7 Identify and note any difficulties experienced by client and/or carer completing support activity requirements
- 3.8 Work with client and carer to adjust support strategy and/or revise outcomes
- 3.9 Identify and manage compliance issues, including subjective and objective reporting of client's response to the intervention
- 3.10 Seek assistance when the client presents with needs or signs outside limits of own authority, skills and/or knowledge

4. Recognise and deal with trauma

- 4.1 Identify indicators of trauma for client and/or carer
- 4.2 Identify own service capacity to meet client and/or carer trauma issues
- 4.3 Identify impact of trauma on client's mental health issues
- 4.4 Apply accepted procedures to evaluate the options of bringing in specialist support and/or appropriate referral

ELEMENT**PERFORMANCE CRITERIA**

5. Evaluate effectiveness of services provided and adjust as required
- 5.1 Work collaboratively with client and carer to determine and measure outcomes of support and/or services provided in the context of goals identified in the recovery plan
- 5.2 Identify specific strengths of service provided and determine their relevance in the context of ongoing recovery
- 5.3 Identify and discuss with client and carer any new or ongoing difficulties and concerns where change or enhancement of supports and services are required for continued recovery
- 5.4 Identify and negotiate with client and carer potential changes to recovery goals, services to be provided and/or referral options as a basis for continued recovery
- 5.5 Adjust recovery plan and service delivery to strengthen achievements and support and promote ongoing recovery
6. Report and document information
- 6.1 Document information about service delivery, outcomes, issues and revisions according to the organisation's protocols
- 6.2 Observe privacy and confidentiality requirements when reporting interventions
- 6.3 Use appropriate terminology to document consumer response, outcomes and identified problems related to the intervention
7. Maintain safety in practice
- 7.1 Use conflict resolution and negotiation as appropriate
- 7.2 Take appropriate action to ensure safety of self, client and others
- 7.3 Acknowledge limits of own abilities and make referrals as appropriate in accordance with organisation policies and available resources
- 7.4 Seek emergency assistance as required

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:

- A range of support strategies including:
 - motivational interviewing
 - solution focused interviewing
 - participation
 - stigma response management
 - time management
- Assessment strategies to identify complex client needs
- Application of a mental health diagnostic framework
- Application in the mental health context of:
 - continuous quality improvement
 - evidence-based practice
 - values based practice
 - outcome measurement
- Recovery in the context of multiple and at times competing needs
- The possible tensions between appropriate supports and client wants and choices
- Types of assessment, including:
 - domain based assessment
 - norm based assessment
 - competency based assessment
 - stories
- Possible impact of assessment and support strategies on the client

Essential skills:

REQUIRED SKILLS AND KNOWLEDGE

It is critical that the candidate demonstrate the ability to:

- Engage the client and carer in assessment and identification of support requirements
- Analyse available information and observations to identify complex and possibly competing needs as a basis for determination of support and service delivery requirements and options to support identified recovery goals and processes
- Effectively apply and promote evidence-based practice and values based practice
- Communicate effectively with client, carer and relevant others to facilitate assessment and ongoing support and service delivery
- Monitor service delivery, client and carer participation and progress toward identified recovery goals and make appropriate adjustments to strategies, goals and services in consultation with client and relevant personal and professional stakeholders
- Recognise and respond appropriately to indicators of trauma
- Work with client to evaluate effectiveness of services provided in the context of ongoing recovery and negotiate and make appropriate adjustments to recovery goals and strategies for support service delivery
- Use appropriate strategies and techniques to maintain safety in mental health practice

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

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
 - 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

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.

Assessment strategies may include:

- Domain based assessment
- Norm based assessment
- Competency based assessment
- Stories

Client includes:

- Person with a mental illness and psychiatric disability

Mental health diagnostic framework may include but is not limited to:

- Identifiable pain - physical or emotional
- Impact of emotional problems on role in work or family contexts
- Impact of health problems on physical activity
- Impact of health problems on role in work or family contexts
- Impact of physical or emotional problems on social activity
- Level of energy - fatigue problems
- Level of psychological well being or distress
- Perception of own state of well being / health

Unit Sector(s)

Not Applicable