



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHCPAS401B Undertake pastoral care work**

**Release: 1**

## CHCPAS401B Undertake pastoral care work

### Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCPAS401A Undertake pastoral care work	CHCPAS401B Undertake pastoral care work	Unit updated in V4. 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 pastoral care

### Application of the Unit

#### Application

This unit may be applied in a range of pastoral care work contexts

### 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. Identify the issue

### PERFORMANCE CRITERIA

- 1.1 Seek information to determine the range of issues that may be affecting the client within organisation policies and procedures regarding privacy and confidentiality
- 1.2 Assess well being and needs of the client
- 1.3 Analyse circumstances and clarify and clearly define the issue/s
- 1.4 Provide information on the availability of *pastoral care* services
- 1.5 Determine manner of *pastoral care* to be provided, develop an appropriate program and discuss with client

**ELEMENT****PERFORMANCE CRITERIA**

## 2. Provide pastoral care

- 2.1 Use *communication skills* to assist the client to identify areas of concern
- 2.2 Define boundaries and use communication skills that will establish a trusting and respectful relationship
- 2.3 Provide opportunity for client to disclose personal impressions and experiences
- 2.4 Determine own capacity to meet client needs and refer to *appropriate personnel or agencies* if appropriate
- 2.5 Provide pastoral care within an agreed timeframe, confidentiality requirements, and in accordance with *ethical and moral guidelines*
- 2.6 Support significant others including family members where relevant and appropriate
- 2.7 Organise the involvement of *community based religious and spiritual care providers* where appropriate
- 2.8 Assist other practitioners/team members to understand the *role of pastoral care workers*

## 3. Review pastoral care

- 3.1 Evaluate provision of pastoral care with the client
- 3.2 Review previous support
- 3.3 Evaluate need for ongoing and/or additional support and discuss with supervisor
- 3.4 Negotiate changes to pastoral care plan with the client
- 3.5 Reflect on own performance and seek to improve practice

## 4. Maintain records

- 4.1 Document pastoral care in accordance with *organisation policies and procedures*
- 4.2 Maintain records in accordance with organisations policies and procedures

## 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:

- Understanding of own work role and responsibilities
- Pastoral care traditions and practices
- Awareness of cultural perspectives on spirituality and major denominational doctrines, worship and practices
- Specialised information sources
- Research techniques
- Analysis and interpretation
- Professional codes of practice and behaviour
- Ethical standards and codes of conduct in relation to pastoral care workers e.g. Australian Health and Welfare Chaplains Association's Health care chaplaincy standards
- Verbal and non-verbal communication techniques including body language, language styles, active listening and questioning
- Relevant policies, protocols and practices of the organisation in relation to Unit Descriptor and work role
- Referral mechanisms
- Principles and practices of confidentiality and privacy
- Principles and practices for establishing and maintaining appropriate interpersonal relationships

### *Essential skills:*

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:

- Follow organisation policies and protocols
- Promote the pastoral care needs of clients
- Ensure adequate pastoral support for clients
- Liaise and report appropriately
- Adhere to own work role and responsibilities
- Adopt non-judgemental and accepting attitudes when establishing and maintaining relationships

- Take part in and facilitate interpersonal exchanges with groups and individuals, selecting language styles suitable to audience and context for the purpose of establishing, maintaining and development relationships, exploring issues and/or problem solving
- Provide positive and empathetic feedback
- Actively listen, summarise and clarify ideas
- Meet denominational or multi-faith requirements
- Demonstrate sensitivity towards cultural differences and personal beliefs without imposing own beliefs
- Provide information on ethical, religious and pastoral matters
- Coordinate the involvement of community based religious and spiritual care providers
- Apply reading and writing skills required to fulfil work role in a safe manner and as specified by the organisation/service
  - this requires a level of skill that enables the worker to follow work-related instructions and directions and the ability to seek clarification and comments from supervisors, clients and colleagues
  - industry work roles will require workers to possess a literacy level that will enable them to interpret international safety signs, read client's service delivery plans, make notations in clients records and complete workplace forms and records
- Apply oral communication skills required to fulfil work role in a safe manner and as specified by the organisation
- Apply numeracy skills required to fulfil work role in a safe manner and as specified by the organisation
- Apply basic problem solving skills to resolve problems of limited difficulty within organisation protocols
- Work effectively with clients, colleagues and supervisors
- Demonstrate safe and effective use of workplace technology in line with work health and safety (WHS) guidelines

## 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
- It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings
- This unit will be most appropriately assessed in the

workplace and under the normal range of workplace conditions

- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

- 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 include access to:
    - appropriate workplace where assessment can take place
    - relevant organisation policy, protocols and procedures
    - equipment and resources normally used in the workplace

- Method of assessment may include:*
- Observation in the workplace
  - Written assignments/projects
  - Case study and scenario analysis
  - Questioning
  - Role play simulation

## 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.

- Pastoral care may include:*
- Support or advice in relation to personal, vocational, religious, spiritual, morale, moral, ethical or physical circumstances
  - Spiritual support or advice
  - Formal or informal support
  - Marriage and relationship counselling
- Communication skills include:*
- A variety of non-aggressive interrogative techniques and questioning styles
- Ethical and moral guidelines may include:*
- Professional codes of practice
  - Ethical standards
  - Denominational or multi-faith guidelines
- Appropriate personnel or agencies may include:*
- Other community services or health agencies
  - Other denominations or religious groups
  - Careers advisers
  - Life coaches
- Community based religious and spiritual care providers may include:*
- Faith based groups
  - Faith based care organisations and charities
  - Faith based welfare groups
  - Faith based NGO's
  - Local churches
  - Christian care organisations and charities
- Role of pastoral care workers includes:*
- Human resources management
  - Pastoral care of co-workers
  - Pastoral care of clients



- Appropriate communication and relationship building processes may include:*
- Courtesy
  - Empathy
  - Non-judgemental care
  - Observing and listening
  - Respect of individual differences

- Organisation policies and procedures may include:*
- Professional practice guidelines
  - Confidentiality
  - WHS policy and procedures

## **Unit Sector(s)**

Not Applicable