



Australian Government

**Assessment Requirements for
HLTAHW047 Support and promote social
and emotional wellbeing of staff and clients**

Release: 2

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Modification History

Release	Comments
Release 2	Updated: <ul style="list-style-type: none">• assessor requirements statement• foundation skills lead in statement• licensing statement• modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to elements and performance criteria. New evidence requirements for assessment, including volume and environment requirements.

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has:

- provided support and promoted social and emotional wellbeing for at least three clients by:
 - communicating in a culturally appropriate and safe manner at all times with each client to gain confidence, trust and client history
 - assessing social and emotional wellbeing issues, including making a risk assessment of each client
 - providing immediate and ongoing support and monitoring as required to address issues
 - referring clients appropriately as part of treatment
 - working with each client to identify and implement self-care strategies for social and emotional wellbeing
 - providing information to each client about social and emotional wellbeing
 - maintaining client confidentiality

- supported at least two staff members who provide social and emotional wellbeing to clients by:
 - communicating in a culturally appropriate and safe manner to conduct debriefing and supervision of staff
 - assisting staff with decision-making and problems with client's treatment and progress
 - encouraging staff to access services for their own social and emotional wellbeing
 - interacting appropriately with staff within professional boundaries and according to organisation procedures and policies

Knowledge Evidence

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.

This includes knowledge of:

- effective techniques for providing social and emotional support, including self-help and stress management strategies
- effective communication skills to:
 - build rapport
 - question and probe to identify underlying social/emotional health issues
 - clarify issues
 - provide feedback
 - listen empathetically
 - provide support
- special needs of Aboriginal and/or Torres Strait Islander Health Workers and their clients, such as:
 - issues relating to dispossession, stolen generations and cultural loss
 - social issues relating to overcrowded housing, community pressures on Aboriginal and/or Torres Strait Islander Health Workers
- available and effective referral services for counselling and associated social/emotional support
- organisation policy and procedures to provide social/emotional support to staff (in-house and through referral)
- key aspects of human psychology and mental health care
- culture and spirituality issues
- legislative and confidentiality requirements.

Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- individually or as a member of a multidisciplinary primary health care team

- with Aboriginal and/or Torres Strait Islander clients and communities.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Assessment must be undertaken by a workplace assessor who has expertise in this unit of competency and who is:

an Aboriginal and/or Torres Strait Islander Health Worker

or:

accompanied by an Aboriginal and/or Torres Strait Islander person who is a recognised member of the community with experience in primary health care.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>