



Australian Government

HLTAHW047 Support and promote social and emotional wellbeing of staff and clients

Release: 2

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Modification History

Release	Comments
Release 2	<p>Updated:</p> <ul style="list-style-type: none"> • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards <p>Equivalent outcome.</p>
Release 1	<p>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.</p> <p>Significant changes to elements and performance criteria. New evidence requirements for assessment, including volume and environment requirements.</p>

Application

This unit describes the required skills and knowledge to provide social and emotional support to clients and staff, and to promote the importance of maintaining social and emotional wellbeing in the workplace.

It covers social and emotional support required by those involved in face-to-face delivery of primary health care services.

The unit applies to those Aboriginal and/or Torres Strait Islander Health Workers working independently and as part of a multidisciplinary team to deliver primary health care services to Aboriginal and/or Torres Strait Islander clients and communities.

This unit equips Aboriginal and/or Torres Strait Islander Health Workers to provide support related to social and emotional wellbeing and does not infer that they are qualified counsellors.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance criteria specify the level of performance needed to demonstrate achievement of the element.

1. Assess social and emotional needs

- 1.1 Seek relevant information to determine client's current mental/emotional state and history
- 1.2 Observe behaviour and body language and note unusual behaviour
- 1.3 Communicate effectively with the client using culturally appropriate and safe language and interactions, to identify underlying social and emotional needs and issues
- 1.4 Make a risk assessment in relation to potential for suicide, self-harm and/or violence
- 1.5 Develop a social and emotional health care plan that addresses client's needs, in consultation with the client and relevant health care team
- 1.6 Maintain confidentiality in line with organisation requirements
- 1.7 Identify issues requiring mandatory notification and report to an appropriate authority

2. Support a client's social and emotional wellbeing

- 2.1 Implement and review client's social and emotional health care plan in line with their needs and organisation procedures
- 2.2 Provide relevant information to support the client to make informed decisions about addressing social and emotional wellbeing issues
- 2.3 Support individual clients to implement, maintain and review self-care strategies
- 2.4 Monitor and review application of stress reduction techniques and activities by clients, as required to maintain and/or enhance effectiveness
- 2.5 Provide referral as required, to maintain and/or enhance social and emotional wellbeing in line with individual, community and organisation requirements

3. Provide social/emotional support in the workplace

- 3.1 Encourage and support staff to address the personal impact of dealing with client social and emotional wellbeing issues
- 3.2 Make debriefing sessions readily available and

ELEMENT

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conduct with staff in groups and/or one-on-one

3.3 Support staff to access professional assistance as appropriate, including referrals

3.4 Provide education and awareness programs as required to support staff and enhance their self-awareness and support personal development

3.5 Support staff to acknowledge the impact of the shared history of transgenerational trauma

3.6 Manage serious or potentially serious issues referred by other staff with sensitivity and professionalism

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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