



Australian Government

Department of Education, Employment and Workplace Relations

HLTAMBCR504C Provide clinical mentoring in the work environment

Release: 1

HLTAMBCR504C Provide clinical mentoring in the work environment

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required to provide clinical mentoring of client care in the work environment, to ensure optimal delivery of client care by another person

Competency involved in this unit relates to clinical supervision of care rather than to level of care

Application of the Unit

Application

This competency unit offers a potential pathway into workplace training roles and may be assessed in conjunction with units of competency in workplace training and assessment

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite units:

This unit must be assessed after successful achievement of pre-requisites:

- HLTAMBAS501B Conduct clinical assessment
- HLTAMBCR502B Deliver standard clinical care

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. Facilitate and *mentor* the delivery of appropriate client care

PERFORMANCE CRITERIA

- 1.1 Provide appropriate advice and/or support to treating officer or other person
- 1.2 Facilitate clinical discussions about the case
- 1.3 Encourage opportunities for self-audit of clinical care and identification of further training needs
- 1.4 Document and communicate feedback directly to treating officer or other person

ELEMENT

2. Oversee welfare of ambulance personnel

PERFORMANCE CRITERIA

2.1 Take adequate measures to protect the physical and psychological well being of personnel

2.2 Ensure appropriate rostering of junior officers to provide opportunity for practical experience in delivery of the required competencies

2.3 Ensure adequate educational follow-up is made available to support the future delivery of the required competencies

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

This includes knowledge of:

- Relevant organisation policies and procedures
- Clinical knowledge base exceeding that of supervised officers
- Mentoring and coaching techniques

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Provide on-site clinical supervision as part of an ongoing audited quality assurance system
- Apply relevant local ambulance standard operating procedures

In addition, 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

REQUIRED SKILLS AND KNOWLEDGE

This includes the ability to:

- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
 - asking questions
 - active listening
 - mentoring and coaching - providing feedback and support
 - seeking clarification of information
 - negotiating solutions
 - acknowledging and responding to a range of views
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - reading and understanding incident reports and case management materials
 - preparing feedback reports
- Use interpersonal skills, including:
 - working with others
 - showing empathy with ambulance personnel
 - relating to persons from differing cultural, social and religious backgrounds

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 competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Evidence must include observation of performance in the workplace or in a simulated work situation
- Where, for reasons of safety, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible.
- Evidence must include demonstration over a period of time to ensure consistency of performance.

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity 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 health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of 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 health of Aboriginal and/or Torres Strait Islander clients and communities

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.

- Clinical mentoring applies to:*
- levels of client care within the competencies and authorisation of the officer, based upon organisation policies and procedures, and assessment of the knowledge and understanding of the officer involved

RANGE STATEMENT

On-job mentoring may include, but is not limited to:

- Clinical leadership
- Post-case debrief
- Planned continuing education programs
- Ongoing welfare surveillance of officers

Unit Sector(s)

Not Applicable