



Australian Government

SIFXMGT004 Support people dealing with grief and trauma

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop strategies for providing support to those experiencing loss, grief and trauma. It applies to managers of funeral services organisations responsible for providing a healing response to their clients experiencing loss and grief and addressing workplace stress in dealing with grief situations according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Implement strategies to provide a healing response to grief and trauma.

1.1 Identify and respect specific approaches and cultural considerations in relation to loss, grief and trauma.

1.2 Determine appropriate healing responses for individuals, family and communities in relation to experiences of loss, grief and trauma.

1.3 Identify culturally appropriate strategies for responding to loss, grief and trauma at the individual, family and community level.

1.4 Provide appropriate support and available resources to assist individuals, families and communities to deal with their loss, grief and trauma.

1.5 Maintain duty of care, confidentiality and cultural protocols.

2. Provide welfare support for staff.

2.1 Identify complex demands of the workplace within the context of the funeral services industry.

2.2 Recognise symptoms of stress in staff.

2.3 Implement appropriate support, safety and welfare measures for staff.

3. Manage own stress.

3.1 Identify personal stress triggers and develop strategies to deal with them.

3.2 Recognise and respond appropriately to physical, behavioural, interpersonal and attitudinal symptoms of personal grief responses.

3.3 Identify, access and incorporate into daily routine relevant resources or activities to relieve stress.

Foundation Skills

This section describes those 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 Guide - <http://www.serviceskills.com.au/resources>