



Australian Government

CHCMHS004 Work collaboratively with the care network and other services

Release: 1

CHCMHS004 Work collaboratively with the care network and other services

Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. New unit.

Application

This unit describes the skills knowledge required to work collaboratively with the care network and other potential services for a person with mental illness. This work provides a recovery oriented practice approach, involving a variety of health and community service professionals working collaboratively with the person and their care network.

This unit applies to work with people living with mental illness in a range of community services work contexts.

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

Elements and Performance Criteria

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

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

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1. Identify and build resilience and capacity in the person's care network and community of choice

- 1.1 Work collaboratively to identify the scope and membership of the person's care network and their community of choice
- 1.2 Work with the person with mental illness to clarify the roles and importance of members of the care network and determine their potential to positively impact the life of the person
- 1.3 Work collaboratively with the person to identify the potential to expand or strengthen the care network, or increase their participation in their community of choice
- 1.4 Provide support, information or other actions to assist the person to uphold their rights, build resilience and capacity in their network, as required

2. Develop and maintain effective working relationships with other services and programs

- 2.1 Establish networks and local contacts to maximise availability of service options so a person's needs can be holistically met
- 2.2 Gather and review information about local services to identify benefits and limitations of available service options and their possible contribution to the recovery process
- 2.3 Clarify scope of collaborative approaches and work within individual, team and multi-disciplinary work roles and structures
- 2.4 Establish, negotiate and document partnerships
- 2.5 Develop and maintain working relationships with local service providers, according to the person's needs
- 2.6 Identify limits of own abilities, role or knowledge and after discussion with the person, make referrals to other services in accordance with organisation policies and available resources

3. Review and monitor services provided by other organisations and programs

- 3.1 Review effectiveness of referrals and services offered, in collaboration with person and other services
- 3.2 Identify gaps or additional services needed

3.3 Negotiate and advocate as required to ensure programs are meeting the person's recovery goals

3.4 Work collaboratively to identify and address any difficulties the person is experiencing with other services and work with the person and service to achieve the desired outcome

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=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCMHS004 Work collaboratively with the care network and other services

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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:

- worked collaboratively with at least 3 different people with mental illness to meet recovery goals
- performed the activities outlined in the performance criteria of this unit during a period of at least 80 hours of work

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 work role. This includes knowledge of:

- legal and ethical considerations (international, national, state/territory and local) for mental health work, and how these are applied in organisations and individual practice:
 - codes of practice
 - discrimination
 - dignity of risk
 - duty of care
 - human rights
 - mandatory reporting
 - practice standards
 - privacy, confidentiality and disclosure
 - policy frameworks
 - records management

- rights and responsibilities of workers, employers and individuals accessing the service
- specific mental health legislation and its impact on individual workers
- work role boundaries – responsibilities and limitations
- work health and safety
- values and principles of the mental health sector, including:
 - recovery
 - recovery oriented practice
 - health promotion and prevention
 - holistic approach
 - empowerment/disempowerment
 - access and equity
 - early intervention
 - rights
 - social justice and inclusion
 - citizenship
- roles and importance of different components of the support network, including:
 - natural supports
 - peer support
 - family, friends and carers
 - formal services
- how historical, social and policy contexts of mental health services have changed and how it impacts on current service delivery
- models of care coordination
- basic negotiation and conflict resolution techniques
- local and state services, including:
 - availability
 - appropriateness
 - referral protocols
- reflective practice and its role in underpinning ongoing learning, growth and good practice

Assessment Conditions

Skills must have been demonstrated in the workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

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

Links

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