



Australian Government

Department of Education, Employment and Workplace Relations

CHCICS408A Provide support to people with chronic disease

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required by workers to provide support and assistance to people who have a chronic disease

Application of the Unit

Application

The skills and knowledge of this unit of competency will be applied as part of a comprehensive service aimed at promoting the well being and self management of well being by the client

The skills and knowledge may be applied in a range of settings, including, client's home, residential service, aged care setting, hospital, recreation, school, community agency, employment setting and community based service

The skills and knowledge are applied within defined roles and responsibilities

The word client may refer to the person receiving support, their family and/or supporters

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

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

PERFORMANCE CRITERIA

1. Provide support in a chronic disease self management context

- 1.1 Identify the client's *chronic disease conditions* and support plan
- 1.2 Identify impairments, activity limitations and/or participation restrictions that the client may experience due to the chronic disease
- 1.3 Seek information about the chronic disease and its possible impacts on client health, well being and ability to achieve maximum performance in life situations
- 1.4 Seek information from the client, supervisor and/or health professional in order to understand current client treatments, and other inputs and supports
- 1.5 Determine the level and type of support and assistance required according to the client, their support plan, worker roles and responsibilities and organisation policy and procedures
- 1.6 Actively involve the client in the development of strategies to self manage their chronic disease
- 1.7 Confirm support plan with supervisor

ELEMENT**PERFORMANCE CRITERIA****2. Support client in a holistic manner**

- 2.1 Identify with the client the full range of *variables* that could have an impact on client well being
- 2.2 Provide support and assistance in a manner that addresses the range of *client variables* that have an impact on the client's well being
- 2.3 Support the client to understand the chronic disease condition, within the scope of roles and responsibilities
- 2.4 Identify and discuss with the client any unmet needs and requirements and make *appropriate referral* within the scope of *work role* and responsibilities

3. Provide support as part of a coordinated service approach

- 3.1 Identify the level and type of contribution of health and community services agencies and professionals in supporting the person, including the role of general practitioner or other primary care provider
- 3.2 Identify the level and type of contribution to supporting the client made by family/care providers
- 3.3 Identify own communication role and requirements within the support system
- 3.4 Identify any variations to client's needs, health and/or emotional well being and make appropriate referral
- 3.5 Identify the appropriate communication and reporting processes within the client's support system
- 3.6 Identify *strategies for worker self care*

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

These include understanding of:

- Own work role and responsibilities
- Basic understanding of chronic diseases in relation to the impact on maintaining health and well being
- Some of the more common chronic diseases, including
 - Asthma
 - Cancer
 - Cardio vascular diseases
 - Chronic obstructive pulmonary disease
 - Diabetes
 - Haemoglobin disorders
 - HIV/AIDS
 - Mental illness, including depression
 - Musculoskeletal disorders
 - Obesity
 - Osteoarthritis, rheumatoid arthritis
 - Physical disabilities
 - Stroke
 - Viral hepatitis (Hepatitis C and Hepatitis B)
- Understanding the Continuum of Chronic Disease
- Understanding of models of chronic disease self management, including Stanford and Wagner
- Understanding of World Health Organisation model of chronic disease
- Life variables that have an impact on health and well being
- Social, emotional, physical, psychological and financial impacts of chronic disease
- Strategies to support the maintenance of positive life roles

REQUIRED SKILLS AND KNOWLEDGE

- Strategies that enable the change of client behaviour over time
- Strategies that prevent chronic disease
- Stages of change, to establish readiness for attitudinal and behavioural change
- How to communicate effectively with a person with a chronic disease
- Possible impact on family dynamics as a result of a chronic disease
- Principles, practices and relevance of client focused practice in chronic disease self management
- Occupational health and safety (OHS), risk assessment and risk management relevant to the job role

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Follow organisation policies and protocols
- Support a client to identify options across a range of variables such as support and service requirements, access requirements, lifestyle options
- Observe changes in a client's condition and/or well being and report to appropriate health professional
- Use facilitation skills to foster client focused and strengths-based practice
- Liaise and report appropriately to supervisor and/or health professionals
- Adhere to own work role and responsibilities
- Identify and respond to risks associated with providing personal care
- Use appropriate communication strategies and tools
- Follow the relevant OHS guidelines

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

These include the ability to:

- Apply reading and writing skills required to fulfil work role in a safe manner and as specified by the organisation/service:
 - this requires a level of skill that enables the worker to follow work-related instructions and directions and the ability to seek clarification and comments from supervisors, clients and colleagues
 - industry work roles will require workers to possess a literacy level that will enable them to interpret international safety signs, read client's service delivery plans, make notations in clients records and complete workplace forms and records
- Apply oral communication skills required to fulfil work role in a safe manner and as specified by the organisation:
 - this requires a level of skill that enables the worker to follow work-related

REQUIRED SKILLS AND KNOWLEDGE

- instructions and directions and the ability to seek clarification and comments from supervisors, clients and colleagues
- industry work roles will require workers to possess oral communication skills that will enable them to ask questions, clarify understanding, recognise and interpret non-verbal cues, provide information and express encouragement
- Apply numeracy skills required to fulfil work role in a safe manner and as specified by the organisation:
 - industry work roles will require workers to be able to perform basic mathematical functions, such as addition and subtraction up to three digit numbers and multiplication and division of single and double-digit numbers
- Apply basic problem solving skills to resolve problems of limited difficulty within organisation protocols
- Work effectively with clients, colleagues and supervisors
- Demonstrate safe and effective use of workplace technology in line with OHS guidelines

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 unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- It is recommended that assessment or information for assessment will be conducted or gathered over a period of time and cover the normal range of workplace situations and settings
- This unit will be most appropriately assessed in the workplace and under the normal range of workplace conditions
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in community services should be aware of access, equity and human rights 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 issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on 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 Aboriginal and/or Torres Strait Islander clients and communities
- Context of and specific resources for assessment:*
- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
 - Resources required for assessment include access to:
 - appropriate workplace where assessment can take place
 - relevant organisation policy, protocols and procedures
 - equipment and resources normally used in the workplace
- Method of assessment may include:*
- Observation in the workplace
 - Written assignments/projects
 - Case study and scenario analysis
 - Questioning
 - Role play simulation

EVIDENCE GUIDE

Related units:

This unit is recommended but not required to be assessed in conjunction with knowledge and skills addressed in related units:

- CHCICS406A Support client self management
- CHCISC407A Support positive lifestyle

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.

Chronic disease conditions may include:

- Asthma
- Cancer
- Cardio vascular diseases
- Chronic obstructive pulmonary disease
- Depression
- Diabetes
- Haemoglobin disorders
- HIV/AIDS
- Obesity
- Osteoarthritis, rheumatoid arthritis
- Physical disabilities
- Stroke
- Viral hepatitis (Hepatitis C and Hepatitis B)

RANGE STATEMENT

Client variables may include:

- Emotional status
- Financial status
- Fluctuation or recurrence of condition
- Health status
- Lifestyle needs and aspirations
- Psychological status
- Relationship status
- Stigma

Appropriate referral may include:

- Disability support workers
- Education sector
- Family member
- Health and community professionals
- Other services
- Primary care health professional
- Rehabilitation

Work role may include:

- Aged care worker
- Allied health worker
- Disability worker
- Division 2 nurse
- HACC worker
- Mental health worker
- Rehabilitation professional

Strategies for worker self care may include:

- Debriefing
- Mentoring
- Reflection
- Self care

Unit Sector(s)

Not Applicable