



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CHCMH411A Work with people with mental health issues**

**Release: 1**

## **CHCMH411A Work with people with mental health issues**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the knowledge, skills and attitudes required by workers in community services and health settings to work in a consumer directed and oriented way with consumers who are living with mental health issues

### **Application of the Unit**

#### **Application**

This unit applies to working with consumers who are affected by mental illness in a range of community services work contexts

### **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

1. Apply knowledge of the mental health sector

### PERFORMANCE CRITERIA

- 1.1 Demonstrate basic knowledge of mental health organisations and services
- 1.2 Reflect an understanding of *different service approaches in mental health* in work
- 1.3 Apply basic knowledge of common mental health issues and associated signs and symptoms
- 1.4 Apply basic knowledge of how to respond appropriately to changes in mental health and mental distress and to report appropriately
- 1.5 Clarify statutory requirements and duty of care responsibilities applying to own work, including role, responsibilities, accountabilities and potential consequences of own actions

**ELEMENT****PERFORMANCE CRITERIA**

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| 2. Establish appropriate working relationships with consumers who are living with mental health issues | <p>2.1 Demonstrate and apply understanding of and commitment to a consumer's right to self define and direct their own recovery</p> <p>2.2 Use strategies to ensure all contacts with consumers reflect appropriate expression of value systems and consideration of emotional impact of intervention</p> <p>2.3 Use appropriate communication and relationship building processes to facilitate strong positive relationships</p> <p>2.4 Discuss with the consumer possibilities and options for responding to their needs and determine and prioritise preferred action</p> <p>2.5 Respond promptly and supportively to consumers in distress or crisis, respecting the consumer's wishes to the extent possible in the circumstances, and in accordance with organisation policies and procedures</p> <p>2.6 Work in collaboration with consumer and their support network to routinely ensure that:</p> <ul style="list-style-type: none"><li>• the consumer's desires, preferences, experiences, knowledge and life skills directly influence the nature and type of services provided</li><li>• the consumer's <i>needs</i> and <i>goals</i> are met</li><li>• individual and cultural differences are addressed</li><li>• potential barriers and challenges to achieving positive outcomes are identified and appropriately resolved</li><li>• appropriate levels of consultation are implemented</li><li>• relevant information is collected</li></ul> <p>2.7 Consistently comply with statutory requirements and duty of care responsibilities</p> |
| 3. Clarify the needs and issues of consumers                                                           | <p>3.1 Identify and document consumer's current needs, wants and preferences</p> <p>3.2 Discuss with the consumer their abilities to address their own needs and aspirations and identify support they require</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**ELEMENT****PERFORMANCE CRITERIA**

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| 4. Provide non-clinical services to meet consumer aspirations and needs | <ul style="list-style-type: none"><li>4.1 In collaboration with the consumer, consider their experience, knowledge, skills and abilities and ensure these are taken into account in determining strategies to address the impact of their mental distress</li><li>4.2 In consultation with the consumer, facilitate the use of appropriate strategies, services and resources</li><li>4.3 Negotiate short and long term strategies and implement as appropriate</li><li>4.4 Provide services in a manner which supports and encourages independence and consumer self direction</li><li>4.5 Follow organisation policy and procedures particularly in relation to consumer and carer rights, best practice principles, <i>record keeping</i>, confidentiality and privacy</li><li>4.6 Review progress and effectiveness of strategies with consumer, supervisor and others as appropriate</li><li>4.7 Acknowledge limits of own knowledge, abilities and work role and make appropriate referral to other services as required in accordance with organisation policies</li><li>4.8 Seek emergency assistance as required</li></ul> |
| 5. Apply self-care strategies                                           | <ul style="list-style-type: none"><li>5.1 Maintain a positive work life balance</li><li>5.2 Regularly seek and undertake supervision and peer support</li><li>5.3 Demonstrate awareness of strategies to address personal physical and emotional needs and apply as appropriate</li><li>5.4 Undertake debriefing and seek access to employee assistance programs as required</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

## 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 knowledge of:

- Common mental health sector terminology
- Facts/myths about mental illness and psychiatric disability
- Impact of mental illness and/or psychiatric disability on: self esteem, motivation, daily living skills and relationships
- Impact of stigma and discrimination
- Principles and practices of duty of care
- Recovery and recovery oriented practice
- Relevant policy, regulatory, legislative and legal requirements relating to mental health service provision
- Rights and responsibilities of workers, consumers and their care network
- Signs and symptoms of common mental illness

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Access consumer and carer workers, resources and services
- Actively listen
- Communicate effectively
- Complete documentation
- Consult
- Display awareness of self and the impact of self on relationships
- Effective referral including identification of circumstances in which referral to a health or other professional is appropriate
- Facilitate consumer directed collaboration
- Interpret verbal and non verbal communication

## REQUIRED SKILLS AND KNOWLEDGE

- Maintain confidentiality
- Mediate and negotiate
- Network
- Question
- Resolve conflict
- Respond to crisis appropriately
- Use inclusive and person first language
- Use consumer's preferred language, terminology, personal meaning and interpretations
- Write reports

## 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
- This unit is best assessed on the job or in a simulated workplace under the normal range of conditions
- Consistency in performance should consider the requirements of the particular workplace context

## 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 of this unit include access to a workplace or simulated workplace where assessment may occur
- Method of assessment:*
- In cases where the learner does not have the opportunity to cover all relevant aspects in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios
  - Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on Essential knowledge and skills and consideration of required attitudes
  - Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

## 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.

*Different service approaches in mental health may include:*

- Medical models
- Psychosocial rehabilitation models
- Recovery oriented practice

*Needs may include:*

- Cultural
- Disability
- Emotional
- Employment
- Financial and economic
- Grief and loss
- Health
- Housing
- Legal
- Mental health
- Physical
- Problematic alcohol and other drugs use
- Sexuality
- Social
- Spiritual
- Trauma informed care

*Goals may be:*

- Flexible, regularly reviewed and changed
- Formally or informally negotiated
- Generated in accordance with consumer's wishes and aspirations

## RANGE STATEMENT

*Appropriate communication and relationship building processes may include:*

- Collaborative consultation
- Empathy
- Engagement
- Giving hope
- Listening and responding to the person verbal and nonverbal communication
- Non judgemental and sensitive approach
- Rapport building
- Respect
- Valuing and responding to the uniqueness of each person
- Working with the person's own understanding of their experience

*Information is shared within the bounds of confidentiality, and wherever possible, with the consent and knowledge of a consumer, with people such as:*

- Care network
- Case managers
- Consumers
- Family members
- Other services
- Other staff
- Supervisor

*Services provided take into account:*

- Available resources
- Benefit to a consumer and their care network
- Contingency plans

## RANGE STATEMENT

*Strategies may include assistance with:*

- Accessing peer support
- Education about recovery
- Elimination of discrimination
- Encouraging a person's sense of hope and personal value
- Enhancing a person's own sense of agency
- Enhancing and supporting the care network
- Identifying and exploring positive and negative risks with consumers
- Promoting self advocacy and self determination
- Promoting the right of equal and full citizenship with access to all community resources and opportunities
- Removal of barriers to participation
- Supporting people to develop and pursue their recovery goals and aspirations
- Trauma and trauma informed care
- Working with consumers with their choices to live, and work in their community of choice

*Recordkeeping:*

- Ideally all records should be developed in collaboration with the consumer

*Records of service provision may include:*

- Advanced directive
- Advocacy letters
- Assessment records
- Care and service plans
- Complaints
- Consent letters
- Consumer's own records of their recovery
- Evaluation forms
- Feedback and satisfaction forms
- File notes
- Individual program plans
- Individual service plans
- Initial contact forms
- Personal records
- Recovery wellness plans
- Referral letters

**RANGE STATEMENT**

*Emergency assistance may be sought from:*

- Ambulance
- Clinical mental health services
- Cultural consultants
- Hospitals
- Other organisations
- Peer workers
- Person's care network
- Police
- Workers within the organisation

**Unit Sector(s)**

Not Applicable