



Australian Government

Department of Education, Employment and Workplace Relations

CHCTC301B Deliver a service consistent with the organisation's mission and values

Release: 1

CHCTC301B Deliver a service consistent with the organisation's mission and values

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the framework and skills required to deliver a telephone counselling service within the organisation's defined approach

Application of the Unit

Application

This unit of competency is applied in the context of providing telephone counselling services

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. Operate within the mission and values of the organisation | 1.1 Identify and put in place strategies to heighten awareness and <i>management of own values</i> to ensure they contribute constructively, rather than impact negatively on the counselling role
1.2 Demonstrate self awareness relevant to the counselling role and be open to training or supervisory feedback to assist in development of therapeutic practice, self awareness and skills
1.3 Use <i>appropriate language</i> and interpersonal techniques to convey a non-judgemental approach to the caller |
| 2. Provide high quality counselling and support to clients | 2.1 Undertake all work in accordance with code of practice, goals and philosophy of the organisation
2.2 Actively participate in the organisation's <i>assessment, supervision and professional development framework</i>
2.3 Engage in <i>feedback processes</i> designed to assure the quality and focus of counselling
2.4 Apply a client-centred counselling approach to telephone counselling, adopting crisis management strategies where appropriate
2.5 Interact with clients over the phone in a <i>manner</i> consistent with organisation practices |

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:

- Ethos, policies and procedures of the organisation
- Scope of telephone counselling role
- Debriefing processes and their importance
- Counselling styles to be applied
- The principle of unconditional positive regard
- How values, attitudes and beliefs impact on counselling processes

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate willingness to work within philosophy, policies and procedures of the organisation to address client callers needs

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:

- Identify and implement appropriate interventions required in a timely way
- Respect the client's worldview rather than imposing one's own
- Recognise when higher levels of care are needed and make referrals where appropriate
- Demonstrate application of skills in active listening

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
- Assessment will occur on the job

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
- A range of assessment activities will be required over an extended period which will have an impact on the allocation of assessment resources

EVIDENCE GUIDE

Method of assessment:

- Facilitators, supervisors and assessors working together assessing performance in groups, on supervised telephone shifts and via formal journal comments

Related units:

This unit should be assessed in conjunction with related unit:

- CHCTC302A Provide client-centred telephone counselling

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.

RANGE STATEMENT

General context of work:

- Work is performed under limited supervision, generally in a team environment
- Work will be assessed in accordance with enterprise requirements, occupational health and safety (OHS) legislation and professional standards
- Competence must be demonstrated in working largely independently and being accountable for own results including:
 - course participation and simulated exercises.
 - working effectively under pressure during crisis situations
 - maintaining the quality of services to callers
 - acting as a positive role model to other telephone counsellors
 - a commitment to active participation in the organisations training framework

The appropriateness of self disclosure will be:

- Determined by its capacity to impact positively on the therapeutic process

Assessment, supervision and professional development framework includes:

- Orientation training
- Peer group supervision
- Feedback on practice (e.g. call sheets)
- Individual supervision
- Ongoing training
- Seeking training outside the agency
- Seeking external professional development opportunities
- Debriefing

Feedback processes would be expected to include:

- Call sheets
- Group supervision
- Individual supervision

RANGE STATEMENT

Appropriate language and counselling approaches would feature:

- Inclusiveness
- Respect for cultural, linguistic and individual differences
- Non-judgemental responses
- Recognition of client diversity
- Respectful language

Manner will include:

- Tone of voice and use of minimal encouragers

Management of own values includes:

- Developing self-awareness through participation in feedback activities
- Responses to supervised reflection
- Consciously putting own values to one side
- Observing through reflection the impact of verbal and non-verbal responses in others and in self

Unit Sector(s)

Not Applicable