



Australian Government

Department of Education, Employment and Workplace Relations

CSCOFM310 Provide responsible care to people with a mental health problem and or condition

Release: 1

CSCOFM310 Provide responsible care to people with a mental health problem and or condition

Modification History

CSCOFM310 Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required by staff working in the correctional services industry to provide safe and responsible care to people with mental health problems and/or conditions in the care of correctional services.

Application of the Unit

This unit applies to correctional services staff working in a custodial and/or community context that are responsible for supervising people who have a mental health problem and/or condition.

Customisation will be required to accommodate the different work sites and defined work role contexts in which this unit will be applied.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

- | | |
|--|---|
| 1 Maintain knowledge of mental health | 1.1 Maintain knowledge of common <i>mental health conditions</i> .
1.2 Recognise symptoms of mental health conditions.
1.3 Understand the relationship between mental health conditions and offending behaviour. |
| 2 Communicate effectively with people who have mental health conditions | 2.1 Listen and respond appropriately to people in a non-judgemental manner.
2.2 Communicate and build rapport with people with mental health problems/conditions.
2.3 Use <i>interpersonal skills</i> while working with people experiencing mental health conditions.
2.4 Manage behaviours associated with mental health conditions in consultation with appropriate professionals.
2.5 Assist offenders with mental health conditions towards responsibility and self-advocacy. |
| 3. Monitor and refer people with mental health problems/conditions | 3.1 Establish and maintain networks with internal and external mental health service providers as required by organisation.
3.2 Monitor and report behavioural changes of people with mental health conditions.
3.3 Refer people with mental health conditions to <i>appropriate services</i> .
3.4 Maintain support of people with mental health conditions in line with organisational policy and procedures. |

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- understanding information and applying relevant information to the wellbeing and welfare of people with mental health issues
- providing clear, accurate and appropriate observations in relation to the behaviours of people affected by mental health conditions
- establishing and maintaining supportive and professional relationships with people with mental health issues
- supporting people to self-efficacy in relation to their mental health conditions
- providing supervision and management of offenders based on assessed risk
- adapting responses to different special needs
- responding to a range of different emergencies
- consulting with senior staff and appropriate personnel

Required knowledge:

- organisation's code of conduct, code of ethics and duty of care
- rights of offenders
- common mental health disorders
- relationship between mental health conditions and
 - substance abuse (co-morbidity)
 - cognitive impairment
 - refugee status
 - trauma, torture, neglect and abuse, etc
- symptoms and signs of common mental health issues and associated behaviours
- mental health issues that contribute to offender behaviour
- reasons for resistance to medication and management plans
- cultural practices that may impact on mental health assessment and/or treatment
- procedures, policies and requirements for reporting risks, behaviours and incidents involving offenders, including:
 - organisation's reporting processes
 - organisation's offender information sharing system
- protective supervision and surveillance of offenders at risk of harm including:
 - suicide and self-harm prevention strategy
 - early intervention
 - relevant support programs within organisation
- policy, regulatory, legislative and legal requirements including:
 - recommendations of the Royal Commission into Aboriginal deaths in custody
 - World Health Organisation recommendations on managing mentally ill and suicidal inmates
 - community treatment orders
 - guardianship board
 - conditions and treatment directions on probation and parole orders, etc
- current issues facing offenders and existing services to address their needs and rights

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.

Overview of assessment

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit

Context of and specific resources for assessment

This unit contains a wide range of variables to reflect the diverse nature of supervision of offenders with mental health conditions or problems. Selection from the range of variables will reflect the specific requirements of the work site and the defined work role.

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual supervising offenders effectively as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to supervising with people with mental health conditions or problems.
- access to appropriate learning and assessment support when required.

Method of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities

- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors and personal experiences that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

Range Statement

Mental health conditions may include:

- anxiety and depression disorders
- psychoses
- substance use disorders
- self-harm
- grief, loss and trauma

Interpersonal skills may include:

- demonstrating:
 - compassion
 - empathy
- using:
 - active listening
 - open/closed questioning
 - culturally safe interaction
 - motivational interaction
 - solution-focussed approaches

Appropriate services may include:

- psychologists/counsellors
- psychiatrists
- medical officers
- cultural consultants
- nurses
- community support services that are provided:
 - online
 - face-to-face
 - via telephone

Unit Sector(s)

Offender management