



Australian Government

HLTAHA017 Assist with social work

Release: 1

HLTAHA017 Assist with social work

Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health 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 and knowledge required by a social work assistant in undertaking support tasks delegated by a social worker.

This unit applies to social work assistants working in a health or community context. Depending on the setting, work will be under the regular (direct, indirect or remote) supervision of a social worker.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

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

1. Provide assistance to clients

1.1 Assist clients, carers and families to access organisation services

1.2 Provide accurate information to clients regarding available services

1.3 Assist clients, carers and families with completion of paperwork

1.4 Assist clients to access emergency assistance, including financial assistance where required

2. Provide assistance to social

2.1 Provide a range of screening assessments as directed

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

workers

by the supervising social worker

2.2 Contact external providers of care services, as well as community and government agencies, in order to provide access and information for clients

2.3 Collect and collate information regarding available services, keep up to date and provide to clients

2.4 Provide information and education to clients as determined by the supervising social worker

2.5 Provide assistance to social workers in case management activities

2.6 Assist social workers with activities relating to patient discharge and flow

3. Assist a multidisciplinary team

3.1 Work with social workers, other health professionals, and other team members to ensure high quality client outcomes

3.2 Attend and participate effectively in case conferences, team meetings and quality improvement activities

3.3 Work within the scope of own role, with regard to professional boundaries and organisation policies and procedures

4. Complete required administrative activities

4.1 Collect and accurately record information provided by clients

4.2 Follow confidentiality and privacy requirements in relation to client information

4.3 Complete client records, databases and other documentation within legal and organisation requirements

4.4 Maintain statistics in accordance with organisation policies and procedures

Foundation Skills

The Foundation Skills describe those required skills (such as 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=ced1390f-48d9-4ab0-bd50-b015e5485705>

Assessment Requirements for HLTAHA017 Assist with social work

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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:

- assisted with 3 social work clients, 1 in a simulated environment and 2 in the workplace
- performed the activities outlined in the performance criteria of this unit during a period of at least 120 hours of work

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- policy and procedures in relation to infection control
- services available for referral, both within the organisation and in the community, including:
 - Centrelink, Medicare and other government agencies, and the services they provide
 - community based organisations with a focus on particular client groups
- word processing programs, spreadsheets and databases commonly used in an organisation and correct use to accurately complete tasks
- concepts of cultural awareness, cultural safety and cultural competence and how these can impact work
- commonly used screening assessment tools, their purposes and application
- legal and ethical considerations relevant to allied health:
 - privacy, confidentiality and disclosure
 - work role boundaries – responsibilities and limitations of self and other team members including nursing, medical and other personnel and their scope of practice

- work health and safety

Assessment Conditions

All aspects of the performance evidence must have been demonstrated using simulation prior to being demonstrated in a therapeutic workplace under direction and supervision (direct, indirect, remote) as determined by the social worker.

The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including screening assessments
- modelling of industry operating conditions and contingencies, including provision of services to real people

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

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>