



Australian Government

HLTAHA017 Assist with social work

Release: 1

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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>