



Australian Government

HLTAHW004 Perform work role in Aboriginal and/or Torres Strait Islander primary health care context

Release: 2

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Modification History

Release	Comments
Release 2	Updated: • assessor requirements statement • foundation skills lead in statement • licensing statement • modification history to reflect 2012 standards Equivalent outcome.
Release 1	This version was released in <i>HLT Health Training Package release 1.0</i> and meets the requirements of the 2012 Standards for Training Packages.

Application

This unit describes the knowledge and skills required by a worker in primary health care to work effectively and appropriately with Aboriginal and/or Torres Strait Islander clients and community. The unit includes the worker researching, understanding and performing their role in the broader primary health care context, as well as planning to further improve their work practices.

This unit applies to all staff providing support to the delivery of primary health care and can be adapted for a range of entry-level roles within the context of primary health care for the Aboriginal and/or Torres Strait Islander community. All work tasks are to be performed under supervision.

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.

The Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

1. Inform own role

1.1 Identify individual personnel in the organisation and their role

ELEMENT

PERFORMANCE CRITERIA

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|---|---|
| 1.2 | Identify and apply work policies and procedures |
| 1.3 | Consider how own role contributes to the organisation's work to provide primary health care in the Aboriginal and/or Torres Strait Islander community |
| 2. Perform work tasks | |
| 2.1 | Use time management skills to organise and perform work tasks during required hours |
| 2.2 | Locate and use required workplace forms, processes and systems to complete work tasks |
| 2.3 | Identify and wear appropriate clothing and/or personal protective equipment as required |
| 2.4 | Seek clarification and direction about work tasks as required |
| 2.5 | Complete all designated work tasks on time and to required organisational standards |
| 3. Communicate effectively within work role | |
| 3.1 | Use respectful and effective oral communication methods with staff, clients and community members |
| 3.2 | Respect privacy and confidentiality when handling all client information |
| 3.3 | Complete all relevant documents accurately and on time and seek guidance as required |
| 4. Identify future pathways | |
| 4.1 | Reflect on work performances including own strengths and areas for improvement |
| 4.2 | Seek feedback on work performance |
| 4.3 | Discuss options for skill and knowledge development with supervisor and/or colleagues |
| 4.4 | Identify opportunities for learning to improve own skills and further career opportunities in primary health care |

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

<i>Numeracy</i>	• in order to manage time and organise work tasks
<i>Reading</i>	• in order to interpret key information in workplace forms and procedures relevant to job role
<i>Oral communication</i>	• in order to listen to information and/or instructions from staff, clients and community members • in order to comprehend own role in the workplace in relation to the role of colleagues and team members
<i>Learning</i>	

Other foundation skills essential to performance are explicit in the performance criteria of this unit.

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 HLTAHW004 Perform work role in Aboriginal and/or Torres Strait Islander primary health care context

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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:

- effectively performed at least three different work tasks within their work role. This includes:
 - attending at the workplace at all required times
 - communicating with and seeking clarification/guidance from relevant personnel as required
 - organising own time to perform work tasks according to deadlines
 - using appropriate and/or required clothing and equipment and personal protective equipment
 - completing all documentation accurately and on time as required by work task
 - gaining feedback for each work task from relevant staff in the workplace
 - following all relevant workplace processes, and organisational procedures and policies
 - dressing to show respect to staff, clients and community
 - communicating respectfully and effectively with staff, clients and community
 - respecting the confidentiality of all client information received as part of the role

- identified development within own role in discussions with manager or senior staff on at least one occasion by:
 - defining how own role contributes to Aboriginal and/or Torres Strait Islander primary health care
 - identifying at least one area for skill improvement to perform work tasks and/or at least one area of own interest to pursue within the primary health care context
 - seeking opportunities for further development.

Knowledge Evidence

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 work role. This includes knowledge of:

- a basic understanding of the purpose of primary health care and in particular its role within the context of Aboriginal and Torres Strait Islander clients and communities
- services typically provided by a primary health care service, including health promotion, illness prevention, treatment of chronic diseases, care of the sick, advocacy and community development
- staff and teams typically involved in a primary health care service and their specific roles
- scope of own work role
- organisation standards, policies and procedures relevant to performance of own role
- organisation structure, staff and their roles.

Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- under supervision, as part of a primary health care team
- with Aboriginal and/or Torres Strait Islander clients and communities.

In addition, simulations and scenarios must be used where the full range of contexts and situations cannot be provided in the workplace or may occur only rarely. These are situations relating to emergency or unplanned procedures where assessment in these circumstances would be unsafe or is impractical.

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

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

Assessment must be undertaken by a workplace assessor who has expertise in this unit of competency and who is:

an Aboriginal and/or Torres Strait Islander Health Worker or:

- accompanied by an Aboriginal and/or Torres Strait Islander person who is a recognised member of the community with experience in primary health care.

Links

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