



Australian Government

HLTAHW032 Supervise individual workers

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. Significant changes to elements and performance criteria. New evidence requirements for assessment, including volume and environment requirements.

Application

This unit describes the required skills and knowledge of a supervisor or manager supporting individual workers who are part of a team or working alone. It includes induction of new staff, planning work, appraising performance and supporting workers to manage workload.

This unit applies to those Aboriginal and/or Torres Strait Islander Health Workers providing a range of primary health care services to Aboriginal and/or Torres Strait Islander clients and communities.

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 specify the level of performance needed to demonstrate achievement of the element.

1. Induct and orient new staff

1.1 Discuss job position, including scope of practice, responsibilities and authority with new workers

1.2 Provide new workers with information about the

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community, organisation and work group and their industrial rights and responsibilities

1.3 Enable workers to have access to resources, support and networks required in their role

1.4 Provide new workers with, or facilitate access to, cross-cultural awareness programs as required

1.5 Identify and plan for any immediate training as required when joining the organisation

2. Develop individual work plan in consultation with worker

2.1 Discuss and develop individual work plan to meet work unit objectives and action plans

2.2 Identify, agree and document performance goals

2.3 Review work plan regularly in discussion with worker and adjust plan if necessary

3. Undertake performance appraisal with worker

3.1 Regularly review worker's performance against agreed criteria/expectations in line with organisation guidelines

3.2 Provide feedback to worker on performance and discuss

3.3 Discuss training and development needs or preferences with worker and document

4. Support workers in their work role

4.1 Discuss work load and other work-related issues with workers on a regular basis

4.2 Explore and implement support mechanisms to address issues in line with individual, community and organisation requirements

4.3 Support strategies to address workers' development needs

4.4 Provide mentoring support, or opportunities to receive mentoring

4.5 Provide workers with access to opportunities to

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discuss their own wellbeing and support appropriate assistance as required

5. Assist workers to plan career paths

5.1 Discuss workers' career options and preferences

5.2 Identify opportunities for career progression or development

5.3 Identify training and development needs in regards to desired career path in line with individual preferences and organisation requirements

5.4 Develop and document an individual training and development plan for worker, to reflect individual and organisation requirements

5.5 Assist workers to develop their skills and knowledge in line with individual and organisation guidelines

Foundation Skills

The Foundation Skills describe those required skills (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 HLTAHW032 Supervise individual workers

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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:

- inducted at least three new staff, including providing information regarding the community, organisation and rights and responsibilities of the role
- developed at least three work plans in consultation with the new staff members and in accordance with organisational needs and performance goals
- reviewed staff performance and provided feedback on at least three occasions
- supported professional development of at least three staff members by:
 - identifying training needs and opportunities
 - assisting staff in developing career plans and identifying opportunities for career progression and professional development
 - contributing to the ongoing support and development of staff involved in provision of primary health care services to Aboriginal and/or Torres Strait Islander clients.

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 identified work role.

This includes knowledge of:

- relevant organisation guidelines
- awards or Enterprise Bargaining Agreements (where they exist)
- organisational human resource management policies
- union documents/guidelines/policies
- performance appraisal protocols
- conditions of service
- strategies to meet staff training needs
- networking and information exchange processes
- career progression opportunities
- community support mechanisms
- industrial relations principles and current issues

Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- as part of a multidisciplinary 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.

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