



Australian Government

HLTAHW047 Support and promote social and emotional wellbeing of staff and clients

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 to provide social and emotional support to clients and staff, and to promote the importance of maintaining social and emotional wellbeing in the workplace.

It covers social and emotional support required by those involved in face-to-face delivery of primary health care services.

The unit applies to those Aboriginal and/or Torres Strait Islander Health Workers working independently and as part of a multidisciplinary team to deliver primary health care services to Aboriginal and/or Torres Strait Islander clients and communities.

This unit equips Aboriginal and/or Torres Strait Islander Health Workers to provide support related to social and emotional wellbeing and does not infer that they are qualified counsellors.

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. Assess social and emotional needs

- 1.1 Seek relevant information to determine client's current mental/emotional state and history
- 1.2 Observe behaviour and body language and note unusual behaviour
- 1.3 Communicate effectively with the client using culturally appropriate and safe language and interactions, to identify underlying social and emotional needs and issues
- 1.4 Make a risk assessment in relation to potential for suicide, self-harm and/or violence
- 1.5 Develop a social and emotional health care plan that addresses client's needs, in consultation with the client and relevant health care team
- 1.6 Maintain confidentiality in line with organisation requirements
- 1.7 Identify issues requiring mandatory notification and report to an appropriate authority

2. Support a client's social and emotional wellbeing

- 2.1 Implement and review client's social and emotional health care plan in line with their needs and organisation procedures
- 2.2 Provide relevant information to support the client to make informed decisions about addressing social and emotional wellbeing issues
- 2.3 Support individual clients to implement, maintain and review self-care strategies
- 2.4 Monitor and review application of stress reduction techniques and activities by clients, as required to maintain and/or enhance effectiveness
- 2.5 Provide referral as required, to maintain and/or enhance social and emotional wellbeing in line with individual, community and organisation requirements

3. Provide social/emotional support in the workplace

- 3.1 Encourage and support staff to address the personal impact of dealing with client social and emotional wellbeing issues
- 3.2 Make debriefing sessions readily available and

ELEMENT

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conduct with staff in groups and/or one-on-one

3.3 Support staff to access professional assistance as appropriate, including referrals

3.4 Provide education and awareness programs as required to support staff and enhance their self-awareness and support personal development

3.5 Support staff to acknowledge the impact of the shared history of transgenerational trauma

3.6 Manage serious or potentially serious issues referred by other staff with sensitivity and professionalism

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 HLTAHW047 Support and promote social and emotional wellbeing of staff and clients

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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:

- provided support and promoted social and emotional wellbeing for at least three clients by:
 - communicating in a culturally appropriate and safe manner at all times with each client to gain confidence, trust and client history
 - assessing social and emotional wellbeing issues, including making a risk assessment of each client
 - providing immediate and ongoing support and monitoring as required to address issues
 - referring clients appropriately as part of treatment
 - working with each client to identify and implement self-care strategies for social and emotional wellbeing
 - providing information to each client about social and emotional wellbeing
 - maintaining client confidentiality

- supported at least two staff members who provide social and emotional wellbeing to clients by:
 - communicating in a culturally appropriate and safe manner to conduct debriefing and supervision of staff
 - assisting staff with decision-making and problems with client's treatment and progress
 - encouraging staff to access services for their own social and emotional wellbeing
 - interacting appropriately with staff within professional boundaries and according to organisation procedures and policies

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:

- effective techniques for providing social and emotional support, including self-help and stress management strategies
- effective communication skills to:
 - build rapport
 - question and probe to identify underlying social/emotional health issues
 - clarify issues
 - provide feedback
 - listen empathetically
 - provide support
- special needs of Aboriginal and/or Torres Strait Islander Health Workers and their clients, such as:
 - issues relating to dispossession, stolen generations and cultural loss
 - social issues relating to overcrowded housing, community pressures on Aboriginal and/or Torres Strait Islander Health Workers
- available and effective referral services for counselling and associated social/emotional support
- organisation policy and procedures to provide social/emotional support to staff (in-house and through referral)
- key aspects of human psychology and mental health care
- culture and spirituality issues
- legislative and confidentiality requirements.

Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- individually or as a member 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.

Links

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