



Australian Government

HLTAHW049 Work effectively in social and emotional wellbeing

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 as an introduction for an Aboriginal or Torres Strait Islander Health Worker to provide social and emotional wellbeing support.

It addresses the rights and responsibilities of the position, the system in which this work is undertaken, and the professional boundaries and cultural issues relating to this type of work.

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. Work within the context of social and emotional wellbeing

- 1.1 Acknowledge differences between roles of social and emotional wellbeing workers and Aboriginal Primary Health Care workers as appropriate
- 1.2 Identify difficulties that the worker may encounter in carrying out their role in the community and take into consideration in the work
- 1.3 Take into account the changing role of females and males within Aboriginal and Torres Strait Islander communities, in service delivery
- 1.4 Work within the role and limitations of the worker's job definition and community expectations of their role

2. Work within the legal and ethical boundaries of the social and emotional wellbeing worker

- 2.1 Complete documentation in accordance with legal and ethical requirements
- 2.2 Maintain confidentiality in accordance with organisational policies and protocols
- 2.3 Include traditional healers in the health team as appropriate
- 2.4 Liaise with other organisations as appropriate
- 2.5 Consider the rights of the individual in all work undertaken within the social and emotional wellbeing area
- 2.6 Carry out duties within the Mental Health Act (or equivalent) as required for social and emotional wellbeing work

3. Maintain accountability and responsibilities

- 3.1 Access and work in accordance with organisation policies and procedures in regard to workers
- 3.2 Undertake all work within the organisation's reporting and accountability frameworks
- 3.3 Follow organisation occupational health and safety guidelines
- 3.4 Access information to clarify the employer's responsibilities to the worker
- 3.5 Observe organisation requirements for

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participation in processes as appropriate (e.g. in regard to performance appraisal systems)

4. Observe professional boundaries when working

4.1 Define, understand and communicate professional boundaries to clients in a culturally appropriate manner

4.2 Maintain confidentiality when working with clients and other agencies

4.3 Observe organisational boundaries when working with clients and other agencies

4.4 Clarify organisation expectations with particular regard to the professional and personal boundaries in social and emotional wellbeing work in relation to counselling other staff, or advising management on staff counselling

5. Demonstrate commitment to the philosophy of social and emotional wellbeing

5.1 Demonstrate in all work undertaken, understanding and consideration of the underpinning values and philosophy of social and emotional wellbeing in the context of Aboriginal and/or Torres Strait Islander health work

5.2 Maintain in all work undertaken, a demonstrated commitment to the empowerment of Aboriginal and/or Torres Strait Islander people and access and equity principles

5.3 Give clients, family and community opportunities to participate in service planning and support activities

5.4 Plan and implement social and emotional wellbeing work taking into account personal values, history, experiences and family/kinship

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 HLTAHW049 Work effectively in social and emotional wellbeing

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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:

- undertaken social and emotional wellbeing work with clients within the legal and ethical boundaries of the social and emotional wellbeing worker, and with a commitment to the philosophy of social and emotional wellbeing
- maintained the professional boundaries of the work role and addressed accountability and responsibilities appropriately
- addressed the needs of clients from culturally and linguistically diverse backgrounds
- balanced expectations of the organisation, the community and clients in undertaking social and emotional wellbeing work
- used high-level effective communication skills
- completed relevant documentation.

All performance evidence must be demonstrated at least once.

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:

- traditional healing
- cultural law and its consequences
- rights as employees – industrial awards, duty of care, occupational health and safety, workers' compensation
- support systems available for employees – e.g. counselling, unions, professional associations
- the role, rights and responsibilities relating to social and emotional wellbeing work:
 - legal responsibilities to clients, organisation and self
 - reporting responsibilities
 - accountability to organisation and community
 - confidentiality requirements for social and emotional wellbeing work
 - ethical responsibilities
 - professional boundaries
- justice system and its processes
- Mental Health Act and relevant regulations
- conflict resolution and mediation
- stress-management techniques
- changing roles of Aboriginal men and women in communities
- broad knowledge of:
 - government structures
 - political structures
 - adult guardianship
 - rights of clients.

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

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