



Australian Government

HLTAHW062 Supervise health care team

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 supervise a group of workers who function as a team to provide health services to the community.

This unit applies to those Aboriginal and/or Torres Strait Islander Health Workers providing supervision to other 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.

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. Set team and individual team member objectives

1.1 Access organisation, program and action plans and identify priorities/issues for the team in line with organisation requirements

ELEMENT**PERFORMANCE CRITERIA**

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| | 1.2 Develop team objectives in consultation between workers and supervisor in line with organisation requirements |
| | 1.3 Develop individual objectives in consultation with workers to address team objectives and action plans |
| 2. Identify staffing gaps | 2.1 Work in consultation with supervisors and/or other team members to identify staffing gaps |
| | 2.2 Determine needs for additional staff and/or training/development of existing staff in terms of skills required to achieve identified work outcomes |
| | 2.3 Communicate staffing and training needs to relevant organisation authority for action |
| 3. Supervise daily work schedule | 3.1 Develop duty roster and/or daily work schedule for the team to ensure all required services are met |
| | 3.2 Monitor and adjust work schedules as required to meet action plan needs |
| 4. Facilitate networking and information exchange between team members | 4.1 Identify existing networks for team members and support their use |
| | 4.2 Set up new networks and/or information exchange processes as required to facilitate achievement of identified outcomes |
| | 4.3 Support use of networks and information exchange processes in the work environment |
| 5. Work with management | 5.1 Consult managers on work issues |
| | 5.2 Keep managers informed of work and team issues |

Foundation Skills

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

Numeracy

- in order to use temporal measurements and estimations of completion times and rates to develop work rosters

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 HLTAHW062 Supervise health care team

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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:

- supervised at least one health care team on an ongoing basis by:
 - identifying current networks and establishing new networks for at least three workers
 - encouraging the use of networks
 - setting unit objectives in line with priorities, action plans and organisation requirements
 - developing individual objectives for at least three workers, in line with organisation requirements
 - identifying and responding to staff gaps in consultation with others
 - creating and monitoring team rosters and schedules, adjusting as needed
 - consulting management as required when specific issues arise.

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 requirements of legislation, awards and conditions of service
- relevant organisation human resource management policies
- strategies to meet staff training needs
- networking and information exchange processes
- existing program policy
- organisation guidelines, policies and procedures.

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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