



Australian Government

HLTAHW070 Manage human resources

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 promote the development and effective use of workers as a resource for the community and organisation.

This unit applies to senior Aboriginal and/or Torres Strait Islander Health Workers overseeing clinical aspects of the delivery of primary health care services and/or managing the overall delivery of primary health care services and programs 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. Manage workforce

1.1 Identify and document staffing resource needs

1.2 Discuss staffing resource needs with work group and supervisor/s

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes.

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

- 1.3 Advise management of resource needs
- 1.4 Allocate available resources according to program needs
- 1.5 Recruit staff as required by organisational needs
- 1.6 Develop staff performance plans
- 1.7 Review staff performance in consultation with line managers

2. Promote good employee relations

- 2.1 Inform workers of their industrial rights
- 2.2 Identify and consult industrial parties
- 2.3 Provide workers with access to grievance procedures
- 2.4 Ensure workers' conditions reflect award and organisational requirements

3. Ensure staff have access to required training and development

- 3.1 Discuss training and development needs with workers and assess against projected programs
- 3.2 Establish availability of training
- 3.3 Determine appropriateness of training in consultation with key people, the community and other workers
- 3.4 Provide training within resource constraints

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

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 HLTAHW070 Manage human resources

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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 human resource management to a health service or centre by:
 - recruiting staff as required by organisational needs
 - managing at least three staff members, including:
 - developing and reviewing performance management plans for individual staff members
 - identifying and supporting access to training opportunities
 - providing information to staff about industrial rights within the workplace, including grievance procedures, awards and work conditions
 - communicating in a culturally appropriate and safe manner with staff when discussing, negotiating and/or resolving issues
 - advocating on behalf of staff as required by individual circumstances .

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:

- organisation human resource management policies and guidelines
- relevant requirements of:
 - industrial relations legislation and regulations at federal, state and territory level
 - enterprise bargaining agreements where they exist in an organisation
 - union documents/guidelines/policies
 - work health and safety legislation and regulations
 - awards and conditions of services.

Assessment Conditions

Skills must be demonstrated working:

- in a health service or centre
- as a senior member of and/or supervising a primary health care team
- with Aboriginal and/or Torres Strait Islander clients.

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. For example, recruitment of staff may not be required within the timeframe of the assessment. 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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