



Australian Government

HLTAHW077 Provide supervision for social and emotional wellbeing 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 to provide professional supervision for social and emotional wellbeing workers practising in an Aboriginal and/or Torres Strait Islander community context.

The 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.

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. Provide debriefing and support for social and emotional wellbeing workers

1.1 Provide workers with a supportive environment to discuss social and emotional wellbeing work issues

1.2 Maintain confidentiality of clients and workers

1.3 Guide workers through a process of self-reflection and review of key issues relating to social and emotional wellbeing work

1.4 Assist workers to identify personally confronting issues and utilise them constructively in their work

1.5 Assist workers to identify and apply appropriate strategies and techniques for protection of self and clients

2. Analyse and evaluate social and emotional wellbeing processes and outcomes

2.1 Obtain information to clarify issues arising and strategies used to address these issues in social and emotional wellbeing work

2.2 Clarify client outcomes achieved through the work

2.3 Analyse strategies and practices used by workers

2.4 Evaluate the effectiveness of strategies and practices used in social and emotional wellbeing work in terms of outcomes for clients and impact on worker

3. Provide feedback and support to social and emotional wellbeing worker

3.1 Discuss strategies and practices used by worker in relation to client outcomes and impact on worker

3.2 Provide feedback to reinforce appropriate social and emotional wellbeing work and/or to support change where required

3.3 Provide professional guidance to worker as required

3.4 Support worker to change and/or enhance practices as appropriate

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 HLTAHW077 Provide supervision for social and emotional wellbeing 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 work role.

There must be evidence that the candidate has:

- supported at least two Aboriginal and/or Torres Strait Islander health workers to provide social and emotional wellbeing support by:
 - providing professional feedback, debriefing and support
 - using culturally appropriate and safe communication skills with the worker to:
 - build rapport and trust
 - obtain information for reviewing practices
 - support the worker to discuss personally confronting issues
 - discuss strategies and techniques to protect the worker and clients
 - maintain confidentiality of the worker and their clients
 - reviewing worker's strategies and practices to reflect on client progress and outcomes, and identify successes and areas for change.

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:

- a range of strategies and practices used to achieve desired client outcomes in relation to social and emotional wellbeing work
- advanced skills, knowledge and attributes required to perform the work effectively
- potential for work to impact the Aboriginal and/or Torres Strait Islander Health Worker in relation to own personal, family and community issues
- strategies and practices to assist and support the Aboriginal and/or Torres Strait Islander Health Worker to prepare for, monitor and deal effectively with the impact of social and emotional wellbeing work.

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. 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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