



Australian Government

Department of Education, Employment and Workplace Relations

HLTAHW427B Supervise individual workers

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit describes the skills and knowledge required of a supervisor or manager supporting individual workers who are part of a team or working alone

It includes induction of new staff, planning work, appraising performance and supporting workers to manage workload

Application of the Unit

Application

This unit is intended to address skills and knowledge required by those working with Aboriginal or Torres Strait Islander communities at Certificate IV level to deliver identified health care services

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Induct and orient new staff

- 1.1 Provide new workers with information about the community, organisation and workgroup and their *industrial rights* and responsibilities
- 1.2 Provide workers with access to resources, support and networks required in their role
- 1.3 Provide new workers with a job description and a work plan which is developed in discussion with them
- 1.4 Provide new workers with cross-cultural awareness programs as required

2. Develop *individual work plan* in consultation with worker

- 2.1 Develop individual work plan to meet work unit objectives and action plans
- 2.2 Review work plan regularly in discussion with worker
- 2.3 Discuss work role, functions and issues and adjust work plan if necessary

ELEMENT**PERFORMANCE CRITERIA****3. Undertake *performance appraisal* with workers**

- 3.1 Identify, agree and document performance goals
- 3.2 Regularly review worker's performance against agreed criteria/expectations in line with organisation guidelines
- 3.3 Provide feedback to worker on performance and discuss
- 3.4 Discuss training and development needs or preferences with worker and document
- 3.5 Develop and document an individual training and development plan

4. Assist workers to plan *career paths*

- 4.1 Discuss worker's career options and preferences
- 4.2 Identify opportunities for career progression or development
- 4.3 Identify training and development needs in line with individual preferences and organisation requirements
- 4.4 Develop and document an individual training and development plan to reflect individual and organisation requirements
- 4.5 Assist workers to develop their skills and knowledge in line with individual and organisation guidelines

5. Support workers in their work role

- 5.1 Discuss work load and other work-related issues with workers on a regular basis
- 5.2 Explore and implement support mechanisms to address issues in line with individual, community and organisation requirements
- 5.3 Support strategies to address worker's development needs

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

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 organisation guidelines
- Awards or EBAs (where they exist)
- Organisational human resource management policies
- Union documents/ guidelines/ policies
- Conditions of services
- Strategies to meet staff training needs
- Networking and information exchange processes
- Community support mechanisms
- Industrial relations - principles and current issues
- Relevant unions and contacts
- Level of underpinning knowledge as required by individual being supervised

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Provide supervision and support to individual workers in line with organisation requirements
- Contribute to the ongoing support and development of staff involved in provision of primary health care services to Aboriginal and/or Torres Strait Islander clients

In addition, the candidate must be able 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 the ability to apply skills in:

REQUIRED SKILLS AND KNOWLEDGE

- Oral and/or written report writing, as required to fulfil job requirements
- Networking
- Negotiation
- Communication
- Clarification
- Area of skill to the level required by individual being supervised

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects of assessment:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

EVIDENCE GUIDE

Conditions of assessment:

This unit includes skills and knowledge specific to Aboriginal and/or Torres Strait Islander culture

Assessment must therefore be undertaken by a workplace assessor who has expertise in the unit of competency or who has the current qualification being assessed and who is:

- Aboriginal or Torres Strait Islander him/herself

or:

- accompanied and advised by an Aboriginal or Torres Strait Islander person who is a recognised member of the community with experience in primary health care

Context of assessment:

Competence should be demonstrated working individually, under supervision or as part of a primary health care team working with Aboriginal and/or Torres Strait Islander clients

Assessment should replicate workplace conditions as far as possible

Related units:

This unit may be assessed independently or in conjunction with other units with associated workplace application

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Cultural respect

This competency standard supports the recognition, protection and continued advancement of the inherent rights, cultures and traditions of Aboriginal and Torres Strait Islander peoples

It recognises that the improvement of the health status of Aboriginal and Torres Strait Islander people must include attention to physical, spiritual, cultural, emotional and social well-being, community capacity and governance

Its application must be culturally sensitive and supportive of traditional healing and health, knowledge and practices

Community control

Community participation and control in decision-making is essential to all aspects of health work, and the role of the health worker is to support the community in this process

RANGE STATEMENT

Supervision

Supervision must be conducted in accordance with prevailing state/territory and organisation legislative and regulatory requirements

References to supervision may include either direct or indirect supervision of work by more experienced workers, supervisors, managers or other health professionals

A person at this level should **only** be required to make decisions about clients within the organisation's standard treatment protocols and associated guidelines

Legislative requirements

Federal, state or territory legislation may impact on workers' practices and responsibilities. Implementation of the competency standards should reflect the legislative framework in which a health worker operates. It is recognised that this may sometimes reduce the application of the Range of Variables in practice. However, assessment in the workplace or through simulation should address all essential skills and knowledge across the Range of Variables

Aboriginal and/or Torres Strait Islander Health Workers may be required to operate in situations that do not constitute 'usual practice' due to lack of resources, remote locations and community needs. As a result, they may need to possess more competencies than described by 'usual practice circumstances'

Under all circumstances, the employer must enable the worker to function within the prevailing legislative framework

Individual work plans are developed in response to work unit action plans, which may be operational or strategic and may include:

- Specific plans for achieving identified outcomes.
- The resources required.
- Training plans to develop the required knowledge and skills.
- Time frame for achieving the outcomes.

RANGE STATEMENT

Performance appraisal will be based on:

- Discussions between worker and supervisor.
- Review of the individual work plan.
- Review of and discussion about external factors that have affected the individual work plan.
- Identified training and development needs.

Career path may be:

- As an Aboriginal Health Worker or Torres Strait Islander Health Worker.
- In another area of health work.

'Industrial Rights' may include:

- Award structures.
- Union representation.
- Grievance procedures.
- Organisational human resource policies.
- Organisational enterprise bargaining agreement(s).
- Industrial Relations Act(s).

Unit Sector(s)

Not Applicable