



Australian Government

Department of Education, Employment and Workplace Relations

HLTAHW505B Support and promote social and emotional well being of staff and clients

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit describes the high level competencies required to provide social and emotional support to clients and staff and to promote the importance of maintaining social and emotional well being in the workplace

Application of the Unit

Application

This unit is intended to address skills and knowledge required by those working at Diploma level with Aboriginal and/or Torres Strait Islander clients and staff. It covers in some depth the skills and knowledge in social and emotional support required by those involved in face-to-face delivery of primary health care services

Successful completion of 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

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. *Assess social and emotional needs*

- 1.1 Seek relevant information and access to determine an individual's mental/emotional current state and history
- 1.2 Observe behaviour and body language and note unusual behaviour
- 1.3 Question individual thoroughly and appropriately to identify underlying social and emotional needs and issues
- 1.4 Make a risk assessment in relation to potential for suicide, self-harm and/or violence
- 1.5 Maintain confidentiality in line with organisation requirements
- 1.6 Identify *issues requiring mandatory notification* and report to an appropriate authority

ELEMENT

PERFORMANCE CRITERIA

2. Support individuals with identified social and emotional well being problems

- 2.1 Implement and review individual social and emotional health care plan in line with client needs and organisation procedures
- 2.2 Provide relevant information to support the individual to make informed decisions about addressing social and emotional well being issues
- 2.3 Support staff to acknowledge the impact of the shared history of transgenerational trauma and assist staff to implement self care strategies
- 2.4 Support individuals to implement, maintain and review self-care strategies
- 2.5 Monitor and review application of stress reduction techniques and activities as required to maintain and/or enhance effectiveness
- 2.6 Provide referral as required, to maintain and/ or enhance social and emotional well being in line with individual, community and organisation requirements
- 2.7 Manage serious or potentially serious issues referred by other staff with sensitivity and professionalism

3. Provide social/ emotional support in the workplace

- 3.1 Encourage and support staff to address the personal impact of dealing with client social and emotional well being issues
- 3.2 Make debriefing sessions readily available and conduct with staff in groups and/or one-on-one
- 3.3 Refer staff members for professional assistance as appropriate
- 3.4 Provide education and awareness programs as required to support staff and enhance their self-awareness and support personal development

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:

- Effective techniques for providing social/ emotional and mental health support, such as:
 - basic counselling techniques and strategies
 - stress management practices
- Special needs of Aboriginal and/or Torres Strait Islander health workers and their clients, such as:
 - issues relating to dispossession, stolen generations and cultural loss
 - social issues relating to overcrowded housing, community pressures on the Aboriginal and/or Torres Strait Islander health worker
- Available and effective referral services for counselling and associated social/emotional support, such as:
 - clinical psychologists
 - Aboriginal and/or Torres Strait Islander mental health units and workers
 - social workers
 - alcohol and other drug services
 - men's outreach services
 - women's refuges
 - elders
 - traditional healers
 - ministers of religion
- Organisation policy and procedures to provide social/emotional support to staff (in-house and through referral)
- Human psychology and mental health care
- Culture and spirituality issues
- Legislative and confidentiality requirements

REQUIRED SKILLS AND KNOWLEDGE

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Identify social and emotional well being issues for Aboriginal and/or Torres Strait Islander clients and staff working with these clients
- Provide immediate support and referral as required to address issues

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:

- Communicate effectively and establish a relationship of trust with staff and clients, including:
 - questioning and probing to identify underlying social/emotional health issues
 - providing support to staff and clients
 - providing feedback
 - empathetic listening
- Conduct debriefing and staff supervision in relation to working with social and emotional health issues
- Refer appropriately within organisation guidelines
- Reflect on and improve own level and application of skills and knowledge to achieve desirable outcomes and maintain own capabilities

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

EVIDENCE GUIDE

away from the workplace, the assessment environment should represent workplace conditions as closely as possible

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

RANGE STATEMENT

Social and emotional needs may relate to issues involving, for example:

- Loss, grief, trauma
- Marriage
- Rape
- Domestic violence
- Child abuse/sexual assault
- Substance misuse
- Incest
- Suicide/self-harm
- Trans-generational trauma
- Stolen Generations issues
- Mental health issues

Social and emotional support may be provided for:

- Clients referred by other staff or health team members
- Clients with specific, identified social and emotional support needs
- Staff members, especially those working with clients having social and emotional needs
- Staff members needing or wishing to resolve their own social/emotional issues

Self-care strategies may include, but are not limited to:

- Practising stress reduction techniques
- Self-awareness and personal development practices
- Regular debrief and/or supervision sessions
- Counselling or other support services in relation to own social and emotional issues

Issues requiring mandatory notification may include:

- Protection of children and others identified to be at risk
- Issues defined by jurisdictional legislation and/or regulatory requirements
- Issues specifically identified by the community or organisation policies

Unit Sector(s)

Not Applicable