



Australian Government

Department of Education, Employment and Workplace Relations

HLTAHW605B Manage human resources

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit describes the competencies required to promote the development and effective use of workers as a resource of the community and the organisation

Application of the Unit

Application

This unit is intended to address skills and knowledge required by those involved in the management of personnel providing health related services to Aboriginal and/or Torres Strait Islander communities

Such personnel may function across a range of disciplines and/or locations

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. Manage workforce

- 1.1 Identify and document staffing resource needs
- 1.2 Discuss staffing resource needs with work group and supervisor(s)
- 1.3 Advise management of resource needs
- 1.4 Allocate available resources according to program needs
- 1.5 Recruit staff according to organisational guidelines
- 1.6 Develop staff performance plans
- 1.7 Review staff performance

2. Promote good employee relations

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

ELEMENT**PERFORMANCE CRITERIA**

3. Ensure staff have access to required training and development

- 3.1 Discuss training and development needs with workers and assessed against projected programs
- 3.2 Determine 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

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:

- Organisation human resource management policies and guidelines
- Relevant requirements of:
 - Industrial Relations Act
 - EBAs (where they exist)
 - union documents/guidelines/policies
 - OH&S Legislation and Guidelines
 - awards and conditions of services
- Relevant union contacts

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Recruit, manage and develop appropriate skills of staff in relation to the provision of health services for Aboriginal and/or Torres Strait Islander individuals and communities

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 (verbal essential, written may not be essential)
- Network, negotiate
- Resolve conflict
- Represent personnel as required
- Lobby

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

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

EVIDENCE GUIDE

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 wellbeing, community capacity and governance

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

RANGE STATEMENT

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

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

Industrial parties may include:

- Union delegates
- Union members
- Employer representatives
- Representatives of other employers

Industrial rights include:

- Equal Employment Opportunity requirements
- Award structures
- Union representation
- Grievance procedures
- Organisational human resource management policies
- Enterprise Bargaining Agreements
- Industrial Relations Act rights

Unit Sector(s)

Not Applicable