



Australian Government

Department of Education, Employment and Workplace Relations

HLTCSD302C Assist with lifestyle and social support needs

Release: 1

HLTCSD302C Assist with lifestyle and social support needs

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required when providing support services to clients in home and/or community based settings

Application of the Unit

Application

Work performed requires a range of well-developed skills where some discretion and judgement is required. Individuals will take responsibility for their own outputs and limited responsibility for the output of others

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. Obtain information regarding the support that is required | 1.1 Obtain client information from co-ordinator or supervisor
1.2 Contact and negotiate with the <i>client</i> an appropriate time and venue for the service
1.3 Confirm the scope, nature and frequency of the <i>support</i> needs required with the client and appropriate personnel |
| 2. Maintain <i>equipment</i> and <i>records</i> as required | 2.1 Record the details of visit/service in accordance with organisations requirements
2.2 Maintain and use vehicle appropriately in accordance within established guidelines and relevant <i>state/territory transport policies</i>
2.3 Maintain <i>client privacy and confidentiality</i> in accordance with organisation requirements |

ELEMENT**PERFORMANCE CRITERIA****3. Deliver *support* service to client**

- 3.1 Follow documented procedures and ethics when undertaking client service delivery to support a clients needs
- 3.2 Provide assistance in maintaining an *environment* that enables maximum well being according to own job role, responsibilities and established guidelines
- 3.3 Provide support that enables clients to direct their own care where appropriate and within the organisations policy and procedures, including directions given by the supervisor
- 3.4 Reflect the safety and needs of the clients when undertaking support service delivery
- 3.5 Inform and encourage clients to use appropriate support services
- 3.6 Inform clients in a courteous manner, the limitations of the service
- 3.7 Seek assistance when it is not possible to provide appropriate support to the client
- 3.8 Communicate to the client and other care givers the nature and scope of ongoing support

4. Record client support activities involving financial transactions

- 4.1 Obtain the clients signature on receipts where required
- 4.2 Document and retain receipts regarding all financial transactions involving client support activities and/or deal with this process according to established policies and procedures

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---------------------------------------|--|
| 5. Monitor and evaluate support given | 5.1 Obtain and act upon all feedback given by the client regarding the provision of services |
| | 5.2 Provide feedback on client services to co-ordinator or other appropriate personnel |
| | 5.3 Provide feedback and suggestions where appropriate regarding the clients care plan/program and /or changes in the clients circumstances or needs |
| | 5.4 Obtain feedback from the client, client's family and other care givers to support service delivery |
| | 5.5 Assess their own job role according to feedback, and make adjustments where required to ensure ongoing best practice to support service delivery |

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:

- Award guidelines
- Common diseases/aliments of target groups i.e. diabetes, Parkinson's, strokes etc
- CPR (cardiopulmonary resuscitation)
- frailty on lifestyle
- HACC (Home and Community Care) guidelines
- Impact of own values and beliefs on others
- Infection control guidelines
- Limits of own authority
- Literacy and numeracy relative to delivery of client support
- Living skills (ATMS, phone banking/bill paying)
- Local facilities - shops, banks etc

REQUIRED SKILLS AND KNOWLEDGE

- Local policy and procedures
- OHS
- Own immunisation status
- Rights and responsibilities of carer and client
- Services/facilities for disabled

Essential skills:

It is critical that the candidate demonstrate the ability to

- Comply with established policies and procedures
- Communicate effectively with clients and on their behalf, if requested
- Communicate with other persons from whom advice might be sought to improve service delivery
- Respond effectively to client support needs

continued ...

Essential skills (contd):

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 and negotiate to achieve required outcomes
- Deal with conflict
- Drive - current driver's licence
- Exercise patience and tolerance
- Follow organisation policies and procedures relating to work performance including:
 - discipline
 - managing unsatisfactory performance
 - using correct hygiene procedures
 - minimising disruption to the client's home environment
 - minimising safety hazards for self and others
 - maintaining confidentiality of clients
- Handle fuel
- Identify dangerous/hazardous substances
- Solve problems including the ability to use available resources and prioritise workload
- Transfer client - wheel chair to car etc
- Use time management strategies to set priorities
- Work with others and display empathy with client and relatives
- Use reading and writing skills required to fulfil job roles in a safe manner and as

REQUIRED SKILLS AND KNOWLEDGE

specified by organisation

- the level of skill may range from the ability to understand occupational health and safety policy, to reading workplace safety pamphlets or procedure manuals, and writing receipts
- literacy support available in the workplace may range from having access to support or assistance from expert/mentor/supervisor, to having no communication supports available
- literacy may be required in English or a community language
- Use oral communication skills required to fulfil job roles in a safe manner and as specified by the organisation, including skills in :
 - asking questions
 - providing clear information
 - listening to and understanding workplace instructions
 - clarifying workplace instructions when necessary
 - competence in English or community language, depending on client group and organisation requirements
- Use numeracy skills ranging from the ability to complete basic arithmetic calculations such as addition, subtraction, multiplication, division to recording numbers

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 for assessment and evidence required to demonstrate this competency unit:

- 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
- The individual being assessed must have a current driver's license

EVIDENCE GUIDE

Context of and specific resources for assessment:

Resource requirements include all the relevant resources commonly provided for lifestyle and social support in a health service setting. Specific tools may include:

- Relevant policies and procedures manuals
- Documentation relevant to the work context such as organisation:
 - access and equity principles and practices
 - client service standards
 - ethical standards
 - goals, values and objectives
 - hygiene and disease control standards
 - legislation, codes and workplace standards
 - organisation charts
 - procedures and guidelines

Method of assessment

- This unit is most appropriately assessed in a representative lifestyle and social support workplace context and under the normal range of work conditions. Assessment should be conducted on more than one occasion to cover a variety of circumstances
- Assessment may include:
 - observation of work performance in a home environment
 - assessee's portfolio/CV
 - supporting statement of supervisor(s)
 - recognition-authenticated evidence of relevant work experience and/or formal/informal learning
 - case studies and scenarios as a basis for discussion of issues and strategies to achieve required lifestyle and social support outcomes for clients in a range of settings
 - observation in the work place (if possible)
 - written assignments/projects or questioning should be used to assess knowledge
 - case study and scenario as a basis for discussion of issues and strategies to contribute to best practice

EVIDENCE GUIDE

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

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.

RANGE STATEMENT

Support may include:

- Assisting in meeting spiritual, social, physical, cultural, or other needs
- Banking
- Bill paying
- Collection and reading of mail
- Ensuring safety, comfort and security
- Handling correspondence
- Making and keeping medical, grooming, administrative, financial or other appointments
- Making telephone calls
- Organising cleaning, gardening or other domestic services
- Organising provision of meals and beverages
- Shopping and storing purchases and other items

Clients may include but is not limited to:

- A range of cultures and language backgrounds
- Early discharge
- Frail aged
- Medical condition or illness
- Other family members
- People with disabilities such as:
 - cognitive impairment
 - hearing impairment
 - mental or intellectual disability
 - physical disability or frailty
 - vision impairment
- Young disabled

Support must include:

- Physical, social, emotional, spiritual and cultural and may involve:
 - adjusting to location and living condition changes
 - assistance as required with meals and refreshments
 - encouraging independent living skills
 - minimising physical dangers and risk of infection

RANGE STATEMENT

- Equipment may include:*
- Domestic and/or personal appliances
 - Motor vehicle
- Coordinator may be:*
- Home care coordinator
 - Other relevant personnel
 - Supervisor
- Visit/service may be recorded:*
- Electronically
 - Manually
- State/Territory transport policy may include:*
- Insurance
 - Other legal requirements
 - Registration
- Privacy and confidentiality of clients may include:*
- Conversations on the telephone
 - Fees
 - Health fund entitlements
 - Information disclosed to an appropriate person consistent with one's level of responsibility
 - Legal and ethical requirements
 - Offering a private location for discussions
 - Payment methods and records
 - Public environments
 - Secure location for written records
 - Welfare entitlements
 - Writing details i.e. medical and consent forms

RANGE STATEMENT

Service delivery environment may include:

- Caravan/mobile home
- Cultural or entertainment/recreational/sporting venue
- Hospital or convalescent home
- Hotel, motel or temporary accommodation
- House or flat
- Inside and outside
- Library, business or community agency
- Medical/dental surgery
- Private or public housing
- Shopping centre

Unit Sector(s)

Not Applicable