



Australian Government

Department of Education, Employment and Workplace Relations

HLTHIR405B Show leadership in health technical work

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit covers the skills required to provide leadership in technical aspects of work appropriate to the level of autonomy accorded to individuals and teams working in the health industry

Application of the Unit

Application

This unit applies to work in a range of organisations within the broad context of health service provision

Application of this unit should be contextualised to reflect specific workplace requirements and practices

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. Model performance *standards*

- 1.1 Demonstrate compliance with relevant OH&S and organisation policies and procedures
- 1.2 Ensure work is appropriately sequenced in accordance with organisation requirements
- 1.3 Coordinate own work effectively with work undertaken by others
- 1.4 Ensure work meets identified requirements
- 1.5 Respond to unplanned events or conditions in accordance with established procedures

2. Model ethical work practices

- 2.1 Demonstrate compliance with processes to ensure confidentiality of client information is maintained
- 2.2 Follow up and rectify variations from agreed ethical practices
- 2.3 Model work practices that show respect for clients and others
- 2.4 Model ethical work practices which support a professional delivery of services
- 2.5 Encourage others to work in a way that reflects ethical work practices

ELEMENT**PERFORMANCE CRITERIA****3. Maintain professional *skills and knowledge***

3.1 Assess own skills and knowledge against identified work requirements to determine personal training needs

3.2 Respond to feedback on competence as a basis for identifying personal training needs in accordance with established procedures

3.3 Participate in professional development programs and associated development opportunities to enhance competence in line with organisation policies and procedures

4. Manage work priorities

4.1 Organise work priorities in accordance with organisation policies and procedures

4.2 Manage work effectively to achieve identified objectives

4.3 Use information technology to improve efficiency in accordance with organisation policies and procedures

4.4 Manage personal skills development in the workplace in line with organisation requirements

4.5 Monitor work standards and communicate work priorities and associated requirements to others

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 use of equipment and associated resources required in work role
- Ethical and legal implications of work
- Forms of leadership including self leadership
- Measures for monitoring work performance standards
- Organisation and workplace occupational health and safety instructions
- Organisation arrangements for communicating plans, information, intentions and safety criteria to others by appropriate means
- Organisation documentation and record systems including the use of computers, information systems and business equipment technologies, as appropriate
- Responsibilities and rights of others involved including clients, other workers and the public
- The role and importance of good role models within the workplace
- Time management and coordination processes.
- Time management strategies to achieve identified work outcomes
- Workplace policies and procedures relating to specific aspects of work performance including:
 - discipline procedures
 - occupational health and safety and infection control procedures
 - technical work processes and associated requirements
 - workplace relationships

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in

REQUIRED SKILLS AND KNOWLEDGE

the context of the identified work role

This includes the ability to:

- Appropriately communicate work standards and ethical work practice
- Demonstrate ethical work practices and standards
- Demonstrate good practice technical work in own job role
- Identify and contribute to resolution of workplace issues and problems
- Integrate learning to achieve improved work practices
- Provide leadership in the implementation of workplace policies and procedures
- Take into account and promote opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including practices to ensure efficient use of resources

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 particular workplace

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.

- Workplace context may be:*
- Private practice
 - Community or regional service
 - Specialised service or organisation

RANGE STATEMENT

Client rights may include:

- Access to appropriate and equitable care
- Personal dignity
- Privacy, confidentiality and consent
- Personal safety and security
- Knowledge of the identity and professional status of individuals providing services
- Behaviour of relatives and friends
- Provision of accurate information
- Keeping appointments
- Complying with instructions
- Respect for the rights of other clients and staff

Skill and knowledge development may be related to, for example:

- Technical knowledge and applications
- Hazard control
- Manual handling
- First aid
- Cultural awareness
- Infection control
- CPR
- Emergency response
- Quality improvement
- Waste management
- Customer service
- Communication
- Ethical work practice

Standards may include:

- Industry standards
- OH&S
- Qualification standards
- Relevant health regulations

Unit Sector(s)

Not Applicable