



Australian Government

Department of Education, Employment and Workplace Relations

HLTHIR505C Provide leadership in promoting effective work practices in health

Release: 1

HLTHIR505C Provide leadership in promoting effective work practices in health

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit covers the skills required to provide leadership in establishing ethical and high quality work practices, to others working within the health industry. Leadership can be provided and/or modeled to clinic staff or allied professionals

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 ethical work practices

- 1.1 Establish and manage processes to ensure confidentiality of client information is maintained
- 1.2 Actively follow up and rectify indications of variance from the agreed ethical practices
- 1.3 Model work practices that show respect for *client and staff rights* to set the tone of the workplace
- 1.4 Develop and display code of ethics for the workplace to support a professional delivery of services which are responsive to cultural and individual differences
- 1.5 Monitor and audit the understanding and application of the principles of duty of care in all relevant work activities
- 1.6 Develop, communicate and monitor relevant procedures, policies, awards, standards and legislation for compliance

ELEMENT**PERFORMANCE CRITERIA****2. Initiate professional development and improved work practices**

- 2.1 Identify own skill development needs to contribute to innovation and best practice service delivery across the profession
- 2.2 Identify and communicate relevant skill development opportunities to others to encourage their professional development
- 2.3 Utilise designated skill development activities including induction and training where necessary
- 2.4 Develop and implement where relevant practices to maintain own workplace health in accordance with OHS guidelines including infection control
- 2.5 Seek advice and assistance from legitimate sources as and when appropriate to improve work performance
- 2.6 Adjust work practices to incorporate advice that addresses performance issues in order to maintain agreed work outcomes
- 2.7 Encourage and support others to manage own levels of stress and fatigue to ensure ability to work safely

3. Initiate quality activities

- 3.1 Embrace and communicate relevant accreditation and other *standards* to support the delivery of agreed service standards
- 3.2 Routinely review performance against agreed standards
- 3.3 Develop and maintain partnerships with stakeholders such as the client, the broader community and other professional health service providers, to measure the satisfaction with the quality of health services

4. Emphasise importance of hygiene and infection control

- 4.1 Maintain *personal hygiene* according to organisation requirements
- 4.2 Regularly review reporting and take appropriate action to deal with potential infectious and other workplace hazards

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:

- Ethical and legal implications of work
- Measures for managing and monitoring infection control
- Processes for developing and managing workplace policies and procedures relating to specific aspects of work performance including:
 - correct hygiene procedures
 - discipline procedures
 - management of unsatisfactory performance
- Time management strategies to set priorities

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 the context of the identified work role

This includes the ability to:

- Appropriately communicate and coach on ethical decision making and consultation
- Develop staff knowledge and application of OH&S and hazard identification
- Integrate learning from the broader health profession into improved work practices
- Manage workplace issues and problems
- Provide leadership in the development and communication of policies and procedures
- Take into account and promote appropriate use of 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

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.

Issues relevant to client rights and responsibilities 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

Type of work role should consider:

- Level of responsibility (ie sole practitioner or employer)
- Clinic guidelines
- Individual awards and benchmarks
- Legal/legislation relevant to work area
- Accreditation standards

Workplace context may be:

- Public or private practice
- Community or regional service
- Specialised service or organisation

RANGE STATEMENT

Designated skill development includes:

- Hazard control
- Manual handling
- First aid
- Cultural awareness
- Infection control
- CPR
- Emergency response
- Quality improvement
- Discrimination
- Grievance
- Waste management
- Customer service
- Communication
- Others

Standards may include:

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

Personal hygiene may include:

- Washing hands according to specified standards
- Personal protective equipment (PPE)
- Standard and additional precautions
- Clean uniforms worn correctly

Unit Sector(s)

Not Applicable