



Australian Government

Department of Education, Employment and Workplace Relations

HLTSUP401B Supervise in a health setting

Release: 1

HLTSUP401B Supervise in a health setting

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to supervise workers in a health setting

It involves working with a work group to optimise client safety and comfort whilst completing job expectations and outputs

Application of the Unit

Application

Application of this unit should be contextualised to reflect any specific workplace functions and their impact on client safety and comfort

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

1. Facilitate understanding of the work group's purpose

PERFORMANCE CRITERIA

- 1.1 Communicate organisation's mission and goals, legislative and regulatory requirements to the work group
- 1.2 Assist the work group to understand the importance of *client safety and comfort* to the overall goals of the organisation
- 1.3 Assist the work group to understand its contribution to the organisation's goals, including client safety and comfort
- 1.4 Assist the work group to identify possible risks to client safety and comfort and develop a *risk management plan*
- 1.5 Assist the work group to develop an operational plan to meet expected outputs, in a context of optimal client safety and comfort

ELEMENT**PERFORMANCE CRITERIA****2. Implement operational plan**

- 2.1 Ensure that individuals understand their roles, responsibilities and contribution to client safety and comfort
- 2.2 *Support work group to complete job functions* in a manner consistent with goals and client safety and comfort
- 2.3 Secure *resources* required to meet work group goals in a context of client safety and comfort

3. Monitor work group performance

- 3.1 Support the work group to develop *strategies to monitor performance*
- 3.2 Support the work group to identify indicators of possible deviations from work group goals and client safety and comfort
- 3.3 Support the work group to establish strategies to monitor work performance in a context of client safety and comfort
- 3.4 Comply with or establish reporting processes for work group performance

4. Manage performance deviations

- 4.1 Facilitate work group problem solving to deal with all performance deviations and threats to client safety and comfort
- 4.2 Support the work group and/or individuals to address performance deviations
- 4.3 Report deviations to performance and threats to client safety and comfort and solutions to an appropriate person

5. Procure information and resources to support work group performance

- 5.1 Identify sources of information and resources that may contribute to work group performance
- 5.2 Respond to information needs of the work group
- 5.3 Secure relevant information and/or resources
- 5.4 Distribute relevant information and/or resources to the work group

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:

- Legislative and regulatory requirements of the work group's functions
- Organisation's mission and goals
- Organisation's performance monitoring policies and procedures
- Principles and processes for goal setting and monitoring
- Principles and processes of performance management
- Principles and processes of risk management
- Requirements for client safety and comfort
- Sources of information and/or resources relevant to the work groups performance and client safety and comfort

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:

- Communicate with work group
- Facilitate work group to:
 - establish operational goals, in a context of client safety and comfort
 - establish performance monitoring strategies
 - participate in problem solving of deviations to performance and threats to client safety and comfort
- Monitor and report team performance
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure

REQUIRED SKILLS AND KNOWLEDGE

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 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

EVIDENCE GUIDE

Context of and specific resources for assessment:

- Assessment should replicate workplace conditions as far as possible
- Simulations may be used to represent workplace conditions as closely as possible. Acceptable simulation requires:
 - involvement with a work group
 - replication of situations and circumstances to assess essential knowledge and skills
- Resources essential for assessment include access to:
 - relevant workplace or appropriately simulated environment where assessment can take place
 - relevant legislation, regulations and guidelines
 - mission statement and goals
 - client safety and comfort requirements for a range of work contexts

Method of assessment

- 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.
- Clinical skills involving direct client care are to be assessed initially in a simulated clinical setting (laboratory). If successful, a second assessment is to be conducted during workplace application under direct supervision

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

Actions to support client safety and comfort may include:

- Communicating effectively, including communicating risk, obtaining consent, involving the client as a partner in health care and being culturally respectful
- Identifying, preventing and managing adverse events and near misses
- Use of evidence and information to promote best practice and enhance client safety
- Working safely
- Being ethical
- Continuing learning
- Addressing issues specific to the client and/or client group

A risk management plan may include but is not limited to:

- Identification of possible threats to client safety and comfort
- Strategies to mitigate risk
- Response plan for breaches of client safety and comfort

Supporting work group to complete job functions may include:

- Clear communication of expectations
- Modelling
- Mentoring
- Training
- Responding appropriately and in a timely fashion to deviations to performance and threats to client safety and comfort
- Facilitate problem solving on an individual and work group level

Resources may include:

- Information
- Equipment
- Materials

Strategies for monitoring performance may include:

- Self monitoring
- Measurement against defined job functions
- Client satisfaction
- Peer monitoring

Unit Sector(s)

Not Applicable