



Australian Government

Department of Education, Employment and Workplace Relations

LGAEHRH404A Coordinate and support the delivery of health services

Release 2

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Modification History

LGAEHRH404A Release 2: Layout adjusted.

LGAEHRH404A Release 1: Primary release.

Unit Descriptor

This unit covers the outcomes required to provide coordination and support to public health services, such as immunisation, detection and control of parasitic skin infestations, and sharps control programs.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance within councils of varying size and locations. It particularly applies to technical staff assisting professional practitioners in environmental health activities, where the scope of work and delegated level of responsibility are specified by deed of council. Knowledge of the legislation and regulations within which councils must operate is essential. The role of council staff, elected members and management in protecting and managing the natural and built environment must be appropriately reflected.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Confirm service requirements

- 1.1 ***Public health service*** plans are interpreted to determine service delivery schedules and locations.
- 1.2 Roles and responsibilities of personnel involved in service delivery are confirmed.
- 1.3 Materials and equipment required for service delivery are prepared or organised.
- 1.4 Service delivery scheduling and preparations are confirmed with relevant ***personnel***.

2. Coordinate service delivery

- 2.1 Relevant resources and materials are provided and managed to facilitate a professional and efficient program.
- 2.2 Records are maintained in a safe, accurate and efficient manner within ***legislative requirements***, codes of practice and ***council requirements***.
- 2.3 Communication and liaison with service users, relevant health and education professionals and government agencies are conducted to deal with any issues arising.
- 2.4 Service delivery process is monitored to ensure that schedule is maintained and to identify means to maximise program effectiveness.

3. Report on service delivery

- 3.1 Standard reports on service delivery are completed and processed according to relevant council procedures.
- 3.2 Issues arising and solutions implemented are reported, including details of consultation conducted to assist in resolving any problems.
- 3.3 Proposals for possible improvements in service delivery are noted.
- 3.4 ***Client evaluation*** of service delivery is conducted and responses are reviewed according to council requirements.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit

Required Skills

- reading and interpreting a range of information relevant to job/role, which may include legislation and its impact on council operations
- communicating and liaising with professional practitioners and consultants
- demonstrating clear, open communication and consultation with the community and stakeholders, which may involve participation in and facilitation of committees, and managing stakeholder relationships using a range of communication techniques to assess their needs and expectations
- achieving effective working relationships that demonstrate an ability to work collaboratively with people from diverse backgrounds
- problem solving and conflict management
- monitoring own work and adjusting to meet agreed standards and expectations
- engaging in activities that promote own ongoing learning requirements, which may include maintaining current knowledge of legislation and common law
- using technology relevant to the job/role, which may include the use of computers and other relevant office technology
- handling, transport and storage of vaccines and hazardous materials
- promoting services to the public
- record keeping

Required Knowledge

- council structure and administrative procedures
- relevant council policies, plans and legislation
- public health service delivery procedures
- environmental and sustainability procedures and practices
- key organisations and individuals
- numeracy skills to enable effective service delivery scheduling
- relevant professional guidelines
- occupational health and safety procedures
- procedures for handling, transporting and storing vaccines and hazardous materials

Evidence Guide

Overview of assessment requirements

A person who demonstrates competency in this unit will be able to perform the outcomes described in the elements to the required performance level detailed in the performance criteria. The unit's skill and knowledge requirements must also be demonstrated. For example, knowledge of the legislative framework and safe work practices that underpin the performance of the unit are also required to be demonstrated.

Critical aspects of evidence to be considered

The demonstrated ability to:

- confirm public health service schedules and the roles and responsibilities of relevant personnel
- prepare, provide and manage relevant materials and equipment as required
- maintain accurate records
- deal with enquiries and issues in a prompt and professional manner, including appropriate consultation as required
- take steps to ensure that service delivery proceeds according to schedule
- note potential changes to enhance service delivery
- prepare and submit reports promptly

Context of assessment

On the job or in a simulated work environment.

Method of assessment

The following assessment methods are suggested:

- observation of the learner performing a range of workplace tasks over sufficient time to demonstrate handling of a range of contingencies
- written and oral questioning to assess knowledge and understanding
- completion of workplace documentation
- third-party reports from experienced practitioners
- completion of self-paced learning materials, including personal reflection and feedback from trainer, coach or supervisor

Evidence required for demonstration of consistent performance

Competency must be demonstrated in all elements across a range of variables relevant to council's size, location and strategic plan.

Resource implications

Access to a workplace or simulated case study environment that provides the following resources:

- copies of relevant legislation
- council policies and procedures
- relevant service delivery materials

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. ***Bold italicised*** wording in the Performance Criteria is detailed below.

<i>Public health services</i> may include:	• immunisation sessions • Pediculosis (head lice) control • sharps control
<i>Personnel</i> may include:	• maternal and child health nurses • school health nurses • doctors • teachers • relevant staff in other council departments • relevant staff in government departments
<i>Legislative requirements</i> may include:	• federal • state or territory • local government
<i>Council requirements</i> may include:	• council policies, procedures and guidelines • strategic, business and management plans • local ordinances, laws and by-laws
<i>Client evaluation</i> may include:	• informal interviews • formal client satisfaction surveys • focus groups

Unit Sector(s)

Health and Environment