



Australian Government

SIFXMGT004 Support people dealing with grief and trauma

Release: 1

SIFXMGT004 Support people dealing with grief and trauma

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop strategies for providing support to those experiencing loss, grief and trauma. It applies to managers of funeral services organisations responsible for providing a healing response to their clients experiencing loss and grief and addressing workplace stress in dealing with grief situations according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Implement strategies to provide a healing response to grief and trauma.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Identify and respect specific approaches and cultural considerations in relation to loss, grief and trauma.
- 1.2 Determine appropriate healing responses for individuals, family and communities in relation to experiences of loss, grief and trauma.
- 1.3 Identify culturally appropriate strategies for responding to loss, grief and trauma at the individual, family and community level.
- 1.4 Provide appropriate support and available resources to assist individuals, families and communities to deal with their loss, grief and trauma.
- 1.5 Maintain duty of care, confidentiality and cultural protocols.

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| 2. Provide welfare support for staff. | 2.1 Identify complex demands of the workplace within the context of the funeral services industry. |
| | 2.2 Recognise symptoms of stress in staff. |
| | 2.3 Implement appropriate support, safety and welfare measures for staff. |
| 3. Manage own stress. | 3.1 Identify personal stress triggers and develop strategies to deal with them. |
| | 3.2 Recognise and respond appropriately to physical, behavioural, interpersonal and attitudinal symptoms of personal grief responses. |
| | 3.3 Identify, access and incorporate into daily routine relevant resources or activities to relieve stress. |

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFXMGT004 Support people dealing with grief and trauma

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- develop organisational strategies and support for clients experiencing loss, grief and trauma
- develop strategies to provide support, safety and welfare measures for staff dealing with grief situations.

Evidence of performance developing at least one set of strategies for clients and staff is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- concepts of loss and grief
- nature and effects of psychological, spiritual and transgenerational trauma
- effects of grief on the physical, emotional, cognitive, behavioural, social and spiritual domains of a person's experience
- effective strategies that may assist in providing a healing response to grief and trauma, including but not restricted to:
 - individual and family counselling
 - community action
 - print or audio-visual resources
 - narrative approach
- funeral services industry codes of conduct and ethical codes
- negative effects of stress/stress indicators
- community and professional support systems for reducing occupational stress, including referrals to specialist services
- workplace policies and procedures in relation to client service, human resources including duty of care requirements.

Assessment Conditions

Skills must be demonstrated in a funeral services workplace:

- using suitable equipment and resources, including:
 - information resources related to grief and trauma
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with grieving clients and team members

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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