

PERFORM PSYCHO SOCIAL SUPPORT

UNIT CODE: COD/OS/SW/CR/02/5/A

UNIT DESCRIPTION

This unit cover the competencies required to conduct psycho social support in take session, conduct psycho social support problem exploration, analyze psycho social support problem, carry out referral and document psycho social support activities

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function.	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range.</i>
1. Conduct Psycho social support intake session.	1.1 Healthy working relationship is established as per organization policy 1.2 The psychosocial support contract is prepared as per organization policy
2. Psycho social support problem exploration	2.1 Clients experiences are explored as per SOPs 2.2 Challenges facing the client are identified based on the experience 2.3 Session notes are taken based on the client experience
3. Analyze psychosocial support problem.	3.1 Problems facing the client are explored as per SOPs 3.2 Presenting and underlying psychosocial support issues are identified based on the problems facing the client 3.3 Session notes are taken based on real and underlying issues
4. Referral	4.1 Client is prepared as per SOPs 4.2 Referral notes are prepared as per SOPS 4.3 Client consent is established. 4.4 Appropriate referral to personnel or institution is selected as per the client's needs

5. document	5.1 Client confidentiality of counselling <i>records</i> is maintained as per SOPs 5.2 Documentation tools are prepared as per organization policy 5.3 Documentation plan is identified as per the organization policy. 5.4 Documentation procedures are identified as per SOPs 5.5 Documentation analysis is conducted as per the organization policy 5.6 Documents are stored as per organisation policy
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RANGE OF VARIABLES

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

VARIABLE	RANGE
1. Records	<ul style="list-style-type: none"> • Client intake form • Counselling notes • Review report • Referral notes • Follow up plan

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion

- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Interviewing skills

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in social work
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy

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EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

<p>1. Critical aspects of competency</p>	<p>Assessment requires evidences that the candidate:</p> <p>2.6 Demonstrated ability to establish healthy working relationship with a client</p> <p>2.7 Demonstrated ability to prepare a psycho social support contract</p> <p>2.8 Demonstrated ability to explore and identify challenges facing a client</p> <p>2.9 Demonstrated ability to take down session</p> <p>2.10 Demonstrated ability to identify and implement solutions to challenges in counselling</p> <p>2.11 Demonstrated ability to review client’s needs</p> <p>2.12 Demonstrated ability to prepare referral notes</p> <p>2.13 Demonstrated ability to conduct referral</p>
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	<p>2.14 Demonstrated ability to maintain client’s confidentiality</p> <p>2.15 Demonstrated ability to secure coded counselling records</p>
2. Resource Implications	<p>The following resources MUST be provided:</p> <p>2.16 A functional counselling rooms</p> <p>2.17 Stationery</p>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Written tests</p> <p>3.2 Interview</p> <p>3.3 Oral questioning</p> <p>3.4 Observation</p> <p>3.5 Third party report</p> <p>3.6 project</p>
4. Context of Assessment	<p>Competency may be assessed individually:</p> <p>4.1 on-the-job</p> <p>4.2 off-the-job</p> <p>4.3 combination of both</p>
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>