CHCMHS001 Work with people with mental health challenges

# Modification History

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| --- | --- |
| Release | Comments |
| Release 2 |  |

# Application

This unit describes the skills and knowledge required to establish relationships, clarify needs, and then work collaboratively with people experiencing mental health challenges.

This unit applies to support workers in contexts outside the mental health sector, but who come into contact with people with mental health challenges. Services provided are not specific to the mental health sector.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
| --- | --- |
| Elements define the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Establish respectful relationships with people with mental health challenges | 1.1 Communicate in a way that fosters trust, self-direction and respect  1.2 Work in a way that upholds the person’s right to self direct their recovery  1.3 Identify and show respect for the person’s social, cultural and spiritual differences  1.4 Support the person to understand and exercise their rights  1.5 Maintain confidentiality and privacy of the person within organisation policy and protocols |
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| 2. Determine the needs of people with mental health challenges | 2.1 Gather and interpret information about the person’s needs from the person and other agreed sources  2.2 Identify and discuss with the person services and strategies that support empowerment and recovery  2.3 Support the person to express their identity and preferences without imposing personal values or attitudes  2.4 Identify duty of care and dignity of risk considerations in collaboration with the person |
|  |  |
| 3. Work with people with mental health challenges to meet aspirations and needs | 3.1 Provide support in collaboration with the person and their care network to progress their goals  3.2 Work in ways that uphold the person’s rights  3.3 Adapt service delivery within organisation policies and procedures to meet the person’s specific needs and requirements  3.4 Document interactions and services according to organisation policy and procedures  3.5 Respond promptly and supportively to people experiencing distress or crisis  3.6 Work within the limits of own knowledge, abilities and work role and make referrals to other services as indicated by the person’s needs |

# Foundation Skills

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| The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) 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 -

Assessment Requirements for CHCMHS001 Work with people with mental health challenges

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# Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

* worked with at least 3 people experiencing mental health challenges, supporting empowerment and recovery through appropriate communication techniques

# Knowledge Evidence

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 work role. This includes knowledge of:

* legal and ethical considerations (international, national, state/territory, local) when working with people experiencing mental health challenges, and how these are applied in organisations and individual practice:
* children in the workplace
* codes of practice
* discrimination
* dignity of risk
* duty of care
* human rights
* informed consent
* mandatory reporting
* privacy, confidentiality and disclosure
* policy frameworks
* records management
* rights and responsibilities of workers, employers and individuals
* specific mental health legislation – impact on individual workers and consequences of breaches
* work role boundaries – responsibilities and limitations
* work health and safety
* values and principles of the mental health sector, including:
* recovery
* recovery oriented practice
* health promotion and prevention
* holistic approach
* empowerment/disempowerment
* access and equity
* early intervention
* rights
* social justice and inclusion
* citizenship
* contexts of mental health work and their influence on service delivery, including:
* historical context, including changing attitudes to mental health
* social context, including changing societal views
* political context, including government policies and initiatives
* economic context, including how economic factors affect service delivery and people accessing services
* how personal values, beliefs and attitudes can influence interactions with people experiencing mental health challenges
* key issues faced by people experiencing mental health challenges, including the impact of stigma, prejudice and discrimination
* myths and facts about mental health and mental health challenges
* types and presentations of mental health conditions
* services and supports that promote a person’s recovery, rights and wellbeing
* appropriate responses to changes in mental health, mental distress and crisis
* circumstances in which referral to a health or other professional is appropriate

# Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as using suitable facilities, equipment and resources.

# Links

Companion Volume implementation guides are found in VETNet -