

## PERFORM PSYCHO SOCIAL SUPPORT

**UNIT CODE:** COD/OS/SW/CC/03/6/A

### UNIT DESCRIPTION

This unit cover the competencies required to perform psycho social support. It involves conducting psycho social support intake session, conducting psycho social support problem exploration, analyzing psycho social support problem and developing psycho social support action plan. It also entails conducting psycho social support follow up, conducting psycho social support action, terminating counselling activity and maintaining counselling records.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes which make up workplace function.	<b>PERFORMANCE CRITERIA</b> These are assessable statements which specify the required level of performance for each of the elements.  <i><b>Bold and italicized terms are elaborated in the Range.</b></i>
1. Conduct Psycho social support intake session.	1.1 Healthy working relationship is established as per organization policy 1.2 Climate setting is done as per the needs of the client 1.3 The psychosocial support contract is prepared as per national standards in counselling
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 Problem 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 presenting issues

4. Psychosocial support action plan	<p>4.1 Theories' and counseling approaches are selected as per SOPs</p> <p>4.2 Meaning and importance of case plan is identified as per SOPs</p> <p>4.3 Possible solutions are identified as per SOPs</p>
5. psychosocial support follow-up	<p>5.1 Review of the client's progress is done as per the counselling contract.</p> <p>5.2 Challenges are identified based on the review</p> <p>5.3 Solutions are identified as per SOPs</p> <p>5.4 Solutions are implemented as per SOPs</p>
6. Review client action stage	<p>6.1 Solutions to the psychosocial support are identified as per SOPs</p> <p>6.2 The best solutions are selected as per SOPs</p> <p>6.3 A plan to implement the solution is devised as per organization policy</p> <p>6.4 The clients implement the plan as per SOPs</p> <p>6.5 Review of the implementation is done as per organization policy</p> <p>6.6 Necessary revision is made as per the clients need.</p>
7. Terminate counselling activity	<p>7.1 Termination issues are identified as per the review</p> <p>7.2 Termination issues are implemented as per organization policy</p> <p>7.3 Termination plan is implemented as per organization policy</p>
8. Referral	<p>8.1 Client is prepared as per SOPs</p> <p>8.2 Referral notes are prepared as per SOPs</p> <p>8.3 Client consent is established.</p> <p>8.4 Appropriate referral institution is selected as per the client's needs</p>
9. Maintain counselling coded records	<p>9.1 Client confidentiality is maintained as per SOPs</p> <p>9.2 <b>Records</b> are safely secured as per SOP's</p>

## 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 may include but not limited to:	<ul style="list-style-type: none"> <li>• Client intake form</li> <li>• Counselling notes</li> <li>• Review report</li> <li>• Referral notes</li> <li>• Follow up plan</li> <li>• Closure report</li> </ul>

## 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
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence

### 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 child welfare

- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting
- Digital literacy
- Theories of counselling

## 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>1.1 Demonstrated ability to establish healthy working relationship with a client</p> <p>1.2 Demonstrated ability to set the conducive environment</p> <p>1.3 Demonstrated ability to prepare a psycho social support contract</p> <p>1.4 Demonstrated ability to explore and identify challenges facing a client</p> <p>1.5 Demonstrated ability to take down session notes</p> <p>1.6 Demonstrated ability to identify select and apply Theories and Approaches to counselling</p> <p>1.7 Demonstrated ability to conduct counselling sessions</p> <p>1.8 Demonstrated ability to review client’s progress</p> <p>1.9 Demonstrated ability to identify challenges in counselling</p> <p>1.10 Demonstrated ability to identify and implement solutions to challenges in counselling</p> <p>1.11 Demonstrated ability to review client’s needs</p> <p>1.12 Demonstrated ability to identify and implement termination issues</p> <p>1.13 Demonstrated ability to prepare referral notes</p> <p>1.14 Demonstrated ability to conduct referral</p> <p>1.15 Demonstrated ability to maintain client’s confidentiality</p>
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	1.16 Demonstrated ability to secure coded counselling records
2.. Resource Implications	The following resources MUST be provided: 2.1 A functional office 2.2 Fully equipped simulated operations training office
3 Methods of Assessment	Competency may be assessed through: 3.1 Written tests 3.2 Interview 3.3 Oral questioning 3.4 Observation 3.5 Third party report
4 Context of Assessment	Competency may be assessed: 4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment
5 Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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