

CERTIFICATE IV in Mental Health Peer Work

CHC43515

Managing Stress



Acknowledgements

MHCC acknowledges the traditional custodians of the land.

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Assessment Record

Certificate IV in Mental Health Peer Work CHC43515

Assessment title	Managing Stress Assessment Book
Summary of evidence	Self-reflection, questions/ answer; structured reflection on managing stress in workplace, workplace practice; stories of practice, workplace evidence, supervisor report

Units of competency assessed

HLTWHS006 Manage personal stressors in the work environment

You are required to complete the following to ensure that you will be assessed.

Name of candidate			
Address			
		Postcode	
Phone		Email	
Workplace			
Trainer		Group	
If you are completing this assessment as 'Assessment only' or 'RPL pathway', tick here.			<input type="checkbox"/>
By signing this page, you confirm the following has been done before sending your assessment	<ul style="list-style-type: none"> My name has been added at the top of every page of my assessment, including all supporting paperwork. I have kept a copy of my assessment. I have sent in a completed assessment. I understand that if I send in an incomplete assessment it will be returned to me unmarked. 		
Declaration In signing below, you are confirming the following.	<p>I have read and understood the details of this assessment. I have been informed of the assessment conditions and appeals process. I agree to participate in this assessment. I certify that the attached is my own original work. No unacknowledged source material is included. Where I have used the work of others, this is noted.</p>		
Additional agreement Please cross out if you don't agree:	<p>I agree that evidence from the assessments I have previously submitted to MHCC in this course, can also be used to show my competence in these units <i>(If you choose not to agree – that is fine however you may need to submit additional information and evidence , to fill any gaps)</i></p>		
Signature		Date	

Assessment Progress Report (office use only)

Date due		Date submitted	
Name of candidate			
Name of assessor			
Assessment title	Managing Stress Assessment Book		
Summary of evidence	Self-reflection, questions/ answer; structured reflection on managing stress in workplace, workplace practice; stories of practice, workplace evidence, supervisor report		
Qualification	Certificate IV in Mental Health Peer Work CHC43515		
Results: C Competent R Requires further work NYC Not Yet Competent	1st Submission C or R	2nd Submission (first resubmit, if required) C or R	3rd Submission (final resubmit, if required) C or NYC
HLTWHS006 Manage personal stressors in the work environment			
Final Comments – Complete if Assessment is Satisfactory or 3rd Submission is Unsatisfactory. If requires further work see “Resubmission Required” section below.			
Assessor’s signature		Date	

Resubmission Required			
If 1 st Submission requires further work, please provide details.			
Assessor’s signature		Date	
If 2 nd Submission requires further work, please provide details.			
Assessor’s signature		Date	

Assessment Process

To see the contents of the relevant national unit of competency for this course, please see the end of this document.

MHCC is committed to providing assessment processes and tools that are valid, reliable, flexible and fair to all participants. We are able to work with you to address any needs you have that may affect your ability to complete the assessment tasks. These needs could include:

- Physical or intellectual ability
- Mental health issues
- Language, literacy and numeracy
- Cultural or ethnic backgrounds
- Location
- Socio-economic factors

Information about your needs will be kept confidential. To discuss your needs contact the Learning & Development Unit at MHCC as soon as possible. This will allow the MHCC time to make reasonable adjustment to the assessment.

If you have any questions about the assessment please do not hesitate to contact the Learning & Development Unit for assistance. The competencies you are being assessed against can be found at the end of the learners guide.

You must make and keep a copy of your assessment prior to sending it to MHCC.

When you complete this assessment please upload to your student portal or post/ email your assessment to:

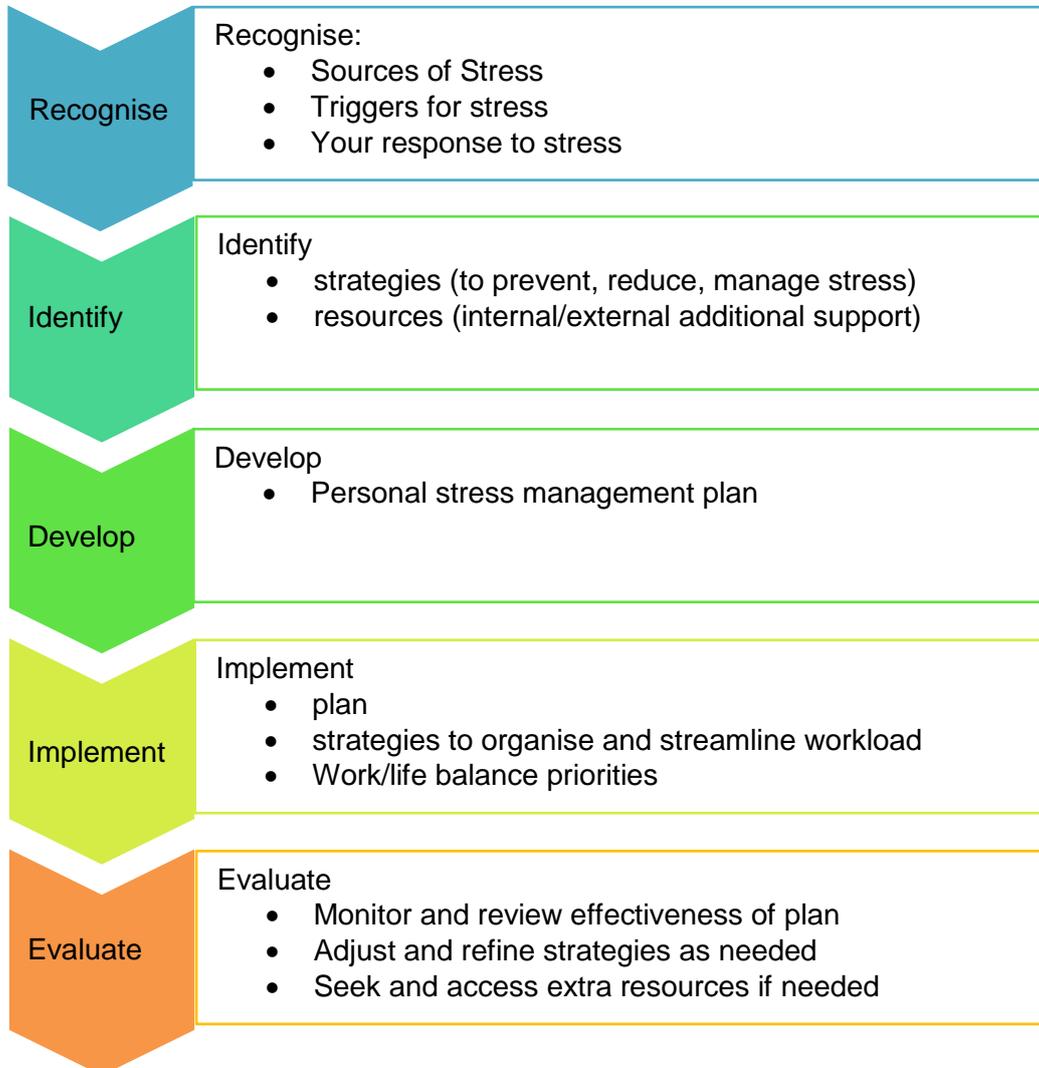
Mental Health Coordinating Council
Learning & Development Unit
PO Box 668 Rozelle NSW 2039
Ph: 02 9555 8388
Email: certivmhsupport@mhcc.org.au

Your name is required on every page, please insert it here: _____

Assessment Tasks

Due date:	
Method of Assessment	Description of Assessment
<p>Assessment Task 1: Managing Stress</p>	<p>This assessment task involves completing a workplace project focused on developing and monitoring a workplace personal stress management plan.</p> <p>This project is to be completed in the workplace and use real situations and events. However please de-identify any personal information about other people eg using hypothetical names.</p> <p>Step 1: Complete happiness log Step 2: Complete a reflective journal on stress and wellbeing for at least 5 days making at least 4 entries for each day (ie 20 plus entries). Step 3: My Personal Stress Plan Step 4: Reflect on the implementation phase and evaluate and review the plan Step 5: Answer a few reflective questions</p>
<p>Assessment Task 2: Story of Practice</p>	<p>This task involves completing 2 stories of practice about managing stress in the workplace. It involves discussing situations you managed in the workplace by using strategies from your personal stress management plan. The situation needs to involve colleagues or consumers. Each situation has a separate template to complete</p>
<p>Assessment Task 3: Questions and Answers</p>	<p>This assessment task requires completing questions and answers about managing stressors in the work environment. They focus on many aspects of the knowledge required by the nation unit of competency (A copy of the unit is in the back of the book).</p>
<p>Assessment Task 4: Supervisor's Workplace Report</p>	<p>To be completed by supervisor or other appropriate person.</p> <p>The person who fills in the Workplace Report can be a supervisor, a team leader, senior practice worker, residential coordinator, line manager, care coordinator, house manager, residential manager, senior coordinator, service manager, director or in a similar role.</p> <p>It is important that the person who fills in the form knows your work in the workplace. The supervisor may work with you currently or have worked with you in the recent past. If you have difficulty providing a supervisor's report please contact your assessor to negotiate another evidence source.</p>

Manage personal stressors in the work environment HLTWHS006



Your name is required on every page, please insert it here: _____

Assessment Task 1: Managing Stress

This project is to be completed in the workplace and use real situations and events. However please de-identify any personal information about other people eg using hypothetical names. See instructions for de-identifying in back of this book.

Note: Step 1 and 2 can be completed simultaneously (ie for the same 5 days). Complete the reflective journal throughout the day and the happiness log at the end of each day. They must all be done before completing step 3.

Step 1: Complete happiness log at the end of each day for at least 5 working days.

Step 2: Complete a reflective journal on stress and wellbeing for at least 5 days making at least 4 entries for each day (ie 20 plus entries). You need enough entries to see some patterns in frequency of events and reaction, so you can develop a sound personal workplace stress plan.

Step 3: Using the information gathered in step one and two complete a personal workplace stress plan and implement it for at least .

Step 4: Reflect on the implementation phase and evaluate and review the plan

Step 5: Answer a few reflective questions

Your name is required on every page, please insert it here: _____

Step 1: Happiness log

Day one	
What made me happy today?	
Things I am grateful for:	
What did I do to look after myself?	
Who did I have an encouraging conversation with?	

Day two	
What made me happy today?	
Things I am grateful for:	
What did I do to look after myself?	
Who did I have an encouraging conversation with?	

Your name is required on every page, please insert it here: _____

Day three	
What made me happy today?	
Things I am grateful for:	
What did I do to look after myself?	
Who did I have an encouraging conversation with?	

Day four	
What made me happy today?	
Things I am grateful for:	
What did I do to look after myself?	
Who did I have an encouraging conversation with?	

Your name is required on every page, please insert it here: _____

Day five	
What made me happy today?	
Things I am grateful for:	
What did I do to look after myself?	
Who did I have an encouraging conversation with?	

Your name is required on every page, please insert it here: _____

Name:

Step 2: My Reflective Journal

Focus mostly on your workplace stress however if something happens before or after work that increases your stress at work then include it. Rate each event for the level of stress you experience where 0 = none and 100 is the greatest stress possible.

Date & Time	What occurred?	What signs were there in your body?	What were you thinking and feeling?	How did you react or handle this? and what was the final result?	Level of stress	Comments

Your name is required on every page, please insert it here: _____

Date & Time	What occurred?	What signs were there in your body?	What were you thinking and feeling?	How did you react or handle this? and what was the final result?	Level of stress	Comments

Your name is required on every page, please insert it here: _____

Date & Time	What occurred?	What signs were there in your body?	What were you thinking and feeling?	How did you react or handle this? and what was the final result?	Level of stress	Comments

Your name is required on every page, please insert it here: _____

Date & Time	What occurred?	What signs were there in your body?	What were you thinking and feeling?	How did you react or handle this? and what was the final result?	Level of stress	Comments

Your name is required on every page, please insert it here: _____

Date & Time	What occurred?	What signs were there in your body?	What were you thinking and feeling?	How did you react or handle this? and what was the final result?	Level of stress	Comments

Your name is required on every page, please insert it here: _____

Step 3: My Personal Stress Plan

Which source of stress are you targeting?	Goals	Strategies (activities and steps to meet the goal)	Timeline	Supports and resources	Desired Outcome (Evidence of Completion)	Comment

Your name is required on every page, please insert it here: _____

Which source of stress are you targeting?	Goals	Strategies (activities and steps to meet the goal)	Timeline	Supports and resources	Desired Outcome (Evidence of Completion)	Comment

Your name is required on every page, please insert it here: _____

Step 4: Evaluation or Review of Stress Plan

Goals	How did the implementation process go? Comment on were timelines met, what resources were used, which strategies worked well and which didn't	Was the Desired Outcome achieved? (What was the Evidence of Completion?)	What changes would you make to the plan and What additional supports or resources would you need?

Your name is required on every page, please insert it here: _____

Goals	How did the implementation process go? Comment on were timelines met, what resources were used, which strategies worked well and which didn't	Was the Desired Outcome achieved? (What was the Evidence of Completion?)	What changes would you make to the plan and What additional supports or resources would you need?

Your name is required on every page, please insert it here: _____

Step 5: Reflective Questions

1. What was one challenge you faced in the process and how you overcome it

2. What is one new goal you might set?

3. How has keeping a stress plan assisted you?

Other comments (optional)

Your name is required on every page, please insert it here: _____

Assessment Task 2: Story of Practice

Explain how you managed two (2) stressful workplace situations.

The situation needs to be one you managed in the workplace by using strategies from your personal stress management plan. The situation needs to involve colleagues or consumers.

Each situation has a separate template to complete

Situation 1	
Describe the situation and the source of the stress	
Who else was involved? (colleagues, consumers, other staff)	
What were the stress symptoms or reactions you experienced? (physical, emotional etc)	
Describe the strategy you used.	
How effective was it?	
What would you do differently next time?	
How has this made a difference eg. What were the outcomes produced?	

Your name is required on every page, please insert it here: _____

Situation 1	
Describe the situation and the source of the stress	
Who else was involved? (colleagues, consumers, other staff)	
What were the stress symptoms or reactions you experienced? (physical, emotional etc)	
Describe the strategy you used.	
How effective was it?	
What would you do differently next time?	
How has this made a difference eg. What were the outcomes produced?	

Your name is required on every page, please insert it here: _____

Assessment Task 3: Questions and Answers

Instructions: read each question carefully and answer them in 25-50 words unless otherwise stated.

1. Name 3 stressors/situations that may result in workers experiencing grief and loss. (10-20 words)
a.
b.
c.
2. Name 3 stressors/situations that may occur when working with complex client behaviour (mental health, emotional, cognitive deficit, self-harm, aggression, violence, etc) (10-20 words)
a.
b.
c.
3. Name 3 stressors/situations that may result in workers being exposed to stressful working conditions and/or stressful incidents. (10-20 words)
a.

Your name is required on every page, please insert it here: _____

b.	
c.	
4. List and briefly explain 3 worker's rights relating to the Fair Work Act. (10-20 words)	
a.	
b.	
c.	
5. List 4 time management strategies and describe how they can be useful	
Time management strategy	Describe how they can be useful (15-20 words)
a.	
b.	
c.	
d.	

Your name is required on every page, please insert it here: _____

6. What workplace counselling is available in your workplace and how can you access it?

7. When can debriefing be useful and if you felt you needed it how could you access/arrange it?

8. How can exercise promote good physical health?

9. How can a healthy diet and good nutrition promote physical health?

Your name is required on every page, please insert it here: _____

10. Why is a strong work life balance important?

11. List 3 complementary and alternate health options that can promote wellbeing

a.

b.

c.

Your name is required on every page, please insert it here: _____

Assessment Task 4: Supervisor's Workplace Report

This report covers	HLTWHS006 Manage personal stressors in the work environment			
<p>As part of the assessment for the unit of competency listed above, we are seeking evidence to support a judgement about the participant's competence. As part of the process of gathering evidence of competence, we are seeking reports from the supervisor and other people who work closely with the participant.</p> <p>We would like you to complete this report. We value your contribution and ask that you answer the questions honestly.</p> <p>You are not required to make an assessment of the participant but report what you observe. Please select N/A if you have not observed this or it is not relevant to their role</p>				
Completed by				
Position				
Contact details				
Participant's name				
It is important that the participant consistently demonstrates the following	Yes	No	N/A	Briefly outline how the participant demonstrates these skills
1. Develop strategies to manage personal stress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Implement stress management strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Evaluate stress reducing strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Reflects and seeks feedback on own performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Develops and evaluates plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Effectively manages their stress in the workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Maintains good work life balance and boundaries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Practices good self-care in legal and ethical ways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<p>I certify that the details in this report were written by me, are true and an honest reflection of the participant's skills.</p> <p>Signed : _____ Date: _____</p>				

Guidelines on De-identification in Assessment Papers

Purpose

To 'de-identify' a document means to remove all identifying information from it, to protect the privacy of the people it relates to. This process also helps to maintain the dignity of the people whose stories have been used in an assessment documents, and meets your legal obligations relating to privacy.

Process

When writing the story of a consumer accessing your service, always change or remove the following details relating to the consumer:

- their name (if you use an alternative name, do not use the name of another person that accesses your service, to avoid confusion)
- their address
- their date of birth (if it is relevant to the situation, their general age range can be included, e.g. 'Mr X is in his 20s')
- all names, addresses and dates of birth of any carers, family or friends mentioned
- all details of the consumer's diagnosis, if the number of people accessing the service with that diagnosis is so small that it would be possible to identify the consumer you are referring to from their diagnosis.

When submitting printed or handwritten documents as workplace evidence (e.g. outcomes measurement reports, file notes, action plans, wellness plans and other service paperwork), use the following process to de-identify the person.

- Make a photocopy of the page, so you can keep the original.
- Use a black texta to cross through the name and other identifiers listed above.
- Once the texta ink is dry, check to see whether the details are still visible. If they are, photocopy that page again, attach the second photocopy to your assessment, and destroy the first photocopy securely. (Alternatively, use whiteout to cover the identifying information, then once it is dry, photocopy the page a second time.)

References

Davidson, L, Tondora, J, Staeheli Lawless, M, O'Connell, MJ & Rowe, M 2009, *A Practical Guide to Recovery Oriented Practice: Tools for Transforming Mental Health Care*, Oxford University Press, New York.

University of New South Wales (2010), Harvard referencing, <www.lc.unsw.edu.au/onlib/pdf/harvard.pdf>

Guidelines on Referencing

Source	In-text reference	Reference list entry
Book	<p>A recent study (Karskens 1997, p. 23) suggests...</p> <p>Ward (1966, p. 12) suggests ...</p> <p>Note: If you are quoting directly, paraphrasing or summarising, a page number is required.</p> <p>If you are only citing the main theme of the book, no page number is required.</p>	<p>Karskens, G 1997, <i>The Rocks: life in early Sydney</i>, Melbourne University Press, Carlton.</p> <p>Ward, R 1966, <i>The Australian legend</i>, 2nd edn, Oxford University Press, Melbourne.</p> <p>Note: Provide all of these details, in the following order:</p> <ul style="list-style-type: none"> • author's surname and initial(s) • year of publication • title of book (in italics) • edition (if applicable), abbreviated as 'edn' • publisher • place of publication.
Journal article	<p>Kozulin 1993, p. 257)</p> <p>Note: If you are quoting directly, paraphrasing or summarising, a page number is required.</p> <p>If you are only citing the main theme of the article, no page number is required.</p>	<p>Kozulin, A 1993, 'Literature as a psychological tool', <i>Educational Psychologist</i>, vol. 28, no. 3, Summer, pp. 253–265.</p> <p>Note: Provide all of these details, in the following order:</p> <ul style="list-style-type: none"> • article author's surname and initial • year of publication of journal • title of article (between single quotation marks, with only the very first letter capitalised) • title of journal (in italics, with the first letter of each word capitalised) • volume, number, month or season (if applicable) • page number(s) of the article.
Website	<p>(International Narcotics Control Board 1999)</p>	<p>International Narcotics Control Board 1999, United Nations, Vienna, viewed 1 October 2010, <www.incb.org>.</p> <p>Note: Provide all of these details, in the following order:</p> <ul style="list-style-type: none"> • name of person or organisation responsible for the website • date the website was created or last updated (usually found at the bottom of the web page.) • name and place of the "umbrella organisation" responsible for the website (if applicable) • date you viewed the website • URL of the website <between angle brackets>.
Document or article within a website	<p>(International Narcotics Control Board 1999)</p>	<p>International Narcotics Control Board 1999, 'International Narcotics Control Board Report for 1998', United Nations, Vienna, viewed 1 October 1999, <www.incb.org/e/index.htm>.</p> <p>Note: Provide all of these details, in the following order:</p> <ul style="list-style-type: none"> • author/editor/compiler of the document/article • date the document/article was created or last updated (usually found at the bottom of the web page) • title of document/article (between single quotation marks, with only the very first letter capitalised) • name and place of the "umbrella organisation" responsible for the website (if applicable) • date you viewed the document/article • URL of the document/article <between angle brackets>.

(Adapted from University of New South Wales 2010)

For further information on referencing, see the Referencing Guide on the LDU section of the MHCC website at www.mhcc.org.au.

Relevant National Units of Competency

HLTWHS006 Manage personal stressors in the work environment		
ELEMENT	PERFORMANCE CRITERIA	
1. Develop strategies to manage personal stress	1.1	Recognise sources of stress in own job role
	1.2	Recognise triggers and own response to stress
	1.3	Identify strategies to effectively prevent, reduce and manage stress
	1.4	Identify internal and external options and resources for additional support
	1.5	Develop a personal stress management plan that responds to identified stressors and triggers
2. Implement stress management strategies	2.1	Use strategies from personal stress management plan that address personal triggers and stressors
	2.2	Organise own workload to minimise stress and inform relevant personnel of any variations and difficulties affecting work requirements
	2.3	Identify and adopt strategies to balance work/life priorities
3. Evaluate stress reducing strategies	3.1	Monitor and review effectiveness of stress management strategies
	3.2	Adjust strategies not meeting the desired outcome and recognise when additional resources and/or support is needed
	3.3	Access internal or external options and resources for additional support to meet desired outcomes of the stress management plan
Performance and Knowledge Evidence		
<p>Knowledge evidence</p> <p>The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:</p> <ul style="list-style-type: none"> • sources of stress and how they manifest in health and/or community services work environment including: • complex client behaviour (emotional, aggressive, cognitive deficit, non-compliance) • grief and loss experienced by workers • exposure to stressful working conditions and stressful incidents • work planning and prioritisation techniques e.g. time management strategies • legal rights relating to the Fair Work Act • services available for referral, both within the organisation and in the community e.g. informal/formal debriefing sessions and/or workplace counselling <ul style="list-style-type: none"> ○ self-care techniques including: ○ impact of exercise, diet and nutrition on physical health ○ work/life balance strategies • complementary and alternative health options 		
<p>Performance evidence</p> <p>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.</p> <ul style="list-style-type: none"> • There must be evidence that the candidate has developed, implemented and reviewed 1 personal stress management plan that includes: <ul style="list-style-type: none"> ○ identified sources, ○ triggers and ○ responses to stress • used strategies from personal stress management plan to manage 2 stressful situations in the workplace involving colleagues and/or clients 		



**Evaluation form for Managing Stress Assessment Book
(Certificate IV in Mental Health Peer Work)**

*MHCC values your feedback. Please let us know what you think about this book.
Your comments can be anonymous. Thanks for your time.*

Name (Optional): _____

Tel (Optional): _____ Email (Optional): _____

Please circle your responses to the following.

- 1. This **Assessment Book** is:
useful acceptable not useful
- 2. This **Assessment Book** is:
easy to use acceptable not easy to use
- 3. This **Assessment Book** is:
comprehensive acceptable inadequate
- 4. This **Assessment Book** is:
interesting acceptable dull

What I like about this **Assessment Book** is: _____

In my opinion what needs to be improved about this **Assessment Book** is: _____

Please attach any other comments you would like to make and send this form to:

Mental Health Coordinating Council
Learning and Development Unit
PO Box 668 Rozelle NSW 2039
Email: training@mhcc.org.au