

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Stakeholder Engagement and Partnerships					
TSC	Client Advocacy					
TSC Description	Advocate for rights of client groups and services					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HCE-CFC-3033-1.1	HCE-CFC-4033-1.1	HCE-CFC-5033-1.1	HCE-CFC-6033-1.1
			Advocate empowerment of clients and caregivers for routine cases and may seek guidance for complex and/or novel cases	Advocate empowerment of clients and caregivers for complex and/or escalated cases. Provide guidance to junior therapists where necessary	Develop systems of communication, policies and networks with relevant external stakeholders to provide client advocacy at an institutional and community level	Influence the sector to promote stronger rights for client population groups and services
Knowledge			<ul style="list-style-type: none"> Reasons for client advocacy and factors affecting the need for advocacy Advocacy as part of client-centred practices Social, political, economic, and cultural factors that act as barriers to a clients' progress in interventions Healthcare sector policies and funds applicable to client groups Principles of fair public policy and social justice Relevant legislations and regulations Relevant agencies to work with in client advocacy Community based resources which clients require access to in order to enable recovery Barriers to clients in engaging in client advocacy 	<ul style="list-style-type: none"> Therapist's role in client advocacy as part of a multi-disciplinary group Scenarios that require client advocacy Strategies and methods to empower clients with self-advocacy skills Negotiation techniques 	<ul style="list-style-type: none"> Information and concerns for continuity of care and safety for clients, particularly those with complex conditions Needs analysis methods and techniques for specific client groups Programme design principles National and sector policies, guidelines and directions affecting service planning and delivery Interactions of social, political, economic and cultural factors 	<ul style="list-style-type: none"> Barriers to therapists engaging in client advocacy Policy making processes using evidence-based research to back developed policies Implications of policies on therapists' other responsibilities while providing direct patient care Relevant organisations involved in advancing client advocacy Different platforms to support client advocacy

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<p>Abilities</p>			<ul style="list-style-type: none"> • Identify strengths and resources of clients • Conduct interviews and meetings with individuals to determine the need for advocacy and representation • Advocate inclusion and consideration to promote client-centred care with relevant stakeholders • Identify the social, political, economic, and cultural factors that affect the clients' intervention plans • Advise clients on available resources to support their treatments • Identify and apply appropriate funding for specific client groups based on existing healthcare policies • Advocate and endorse individual consumer rights to access the services provided • Identify environmental factors that affect client intervention plans and efficacy of interventions • Negotiate with relevant external stakeholders to provide support to clients in their homes, schools and workplaces 	<ul style="list-style-type: none"> • Help clients identify the external barriers that may affect their intervention plans • Advise clients and caregivers of their eligibilities and rights to funding and clinical services respectively • Mentor junior staff on the right avenues and techniques for advocacy 	<ul style="list-style-type: none"> • Educate relevant community stakeholders about concerns related to persistent problems • Advocate for implementation of community based resources that meet the needs of consumers • Assess the effects of therapist's interactions with the community • Develop advocacy frameworks for different groups of people • Identify staff who require formal training in client advocacy • Collaborate with principal educators to develop advocacy programmes and/or to plan for staff training in advocacy • Identify possible barriers to client advocacy • Develop strategies to overcome these barriers to client advocacy 	<ul style="list-style-type: none"> • Assess the impact of public policies on service planning and delivery • Influence and advocate at national- or cluster-wide level decision-making to consider the requirements of clients in relation to service planning and delivery • Communicate research findings and rationales for systemic changes • Establish and maintain alliances with relevant organisations for client advocacy • Identify existing opportunities where interests can be promoted and represented • Advocate funding for specific client groups based on existing healthcare policies
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