

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

<b>TSC Category</b>	Stakeholder Engagement and Partnerships					
<b>TSC</b>	Professional Consultation					
<b>TSC Description</b>	Provide guidance or professional assistance in response to requests from the clients, other professionals, external organisations and the general public					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>HCE-CFC-3036-1.1</b>	<b>HCE-CFC-4036-1.1</b>	<b>HCE-CFC-5036-1.1</b>	<b>HCE-CFC-6036-1.1</b>
			Provide professional knowledge and skills in engagements with peers and other healthcare service and healthcare professionals	Provide professional expertise in engagements within the organisation, other healthcare sector organisations and professionals	Provide specialised professional expertise to influence government ministries, agencies, and other healthcare sector organisations	Drive professional perspectives and agendas in engagements with government ministries, agencies, and at national and international forums
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Professional role in relation to healthcare sector professionals and other stakeholders</li> <li>Active listening techniques</li> <li>Principles for effective communication and interpersonal techniques</li> <li>Importance of providing respectful customer service</li> <li>Social and cultural sensitivities</li> <li>Principles and practices of confidentiality</li> <li>Application of theories and research when working with others to identify, formulate and solve specific problems or undertake specific tasks</li> <li>Key collaborations and relationships in achieving shared goals</li> <li>Processes of providing professional knowledge and advice, including the</li> </ul>	<ul style="list-style-type: none"> <li>Application of a broad range of relevant professional knowledge when providing consultations</li> <li>Effective consultation methods</li> <li>Multidisciplinary approaches in provision of healthcare services</li> <li>Systems including families and communities and how to work with them</li> </ul>	<ul style="list-style-type: none"> <li>Application of specialised professional knowledge when providing consultations</li> <li>Roles played by government, trade unions and employers in developing a harmonious work environment</li> <li>Current trends in the provision of healthcare services</li> <li>Legislation relevant to professional practices</li> <li>Professional role in relation to national or international stakeholders including government ministries, agencies and professional societies</li> <li>Healthcare systems, including organisation collaborations</li> </ul>	<ul style="list-style-type: none"> <li>Social, cultural and political contexts of professional practices in operating landscape</li> <li>Strategies to influence professional perspectives</li> <li>Awareness of unique and competing interests of different stakeholders within healthcare sector</li> <li>Awareness of the legislative and national planning contexts for service delivery</li> <li>Quality assurance principles and processes within professional practices</li> </ul>

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			<p>preparation and presentation of evidence in formal settings</p> <ul style="list-style-type: none"> <li>• Methods for establishing effective working relationships with other professionals</li> </ul>			
<b>Abilities</b>			<ul style="list-style-type: none"> <li>• Analyse regular feedback from clients, supervisors and other healthcare sector professionals to discuss case processes and progress</li> <li>• Establish rapport with clients</li> <li>• Apply listening and verbal techniques to communicate with healthcare sector professionals to build effective workplace relationships</li> <li>• Use sensitive language to communicate with people of diverse ages, backgrounds and cultures respectfully</li> <li>• Articulate role and working capacity to clients</li> <li>• Explain the theoretical framework, methods and theories relating to professional practice</li> <li>• Explain client issues in simple and understandable terms for the clients and healthcare sector professionals</li> <li>• Identify projects requiring collaboration with other healthcare sector professionals and organisations</li> </ul>	<ul style="list-style-type: none"> <li>• Influence peers and stakeholders within organisation with professional perspectives</li> <li>• Negotiate and clarify parameters of one's professional involvement in providing healthcare services</li> <li>• Integrate multidisciplinary approaches when providing professional inputs</li> <li>• Evaluate and synthesise information from multidisciplinary perspectives</li> <li>• Discuss intent of the interventions, including any significant differences in multidisciplinary implications</li> <li>• Explain how theoretical models guide intervention in an inter-professional approach</li> <li>• Promote professional perspectives in multidisciplinary team settings</li> <li>• Review sensitive or possibly contentious information for multidisciplinary team discussions, case</li> </ul>	<ul style="list-style-type: none"> <li>• Influence stakeholders within the organisation and healthcare sector organisations</li> <li>• Evaluate sensitive or possibly contentious information for multidisciplinary team discussions, case conferences and policy development</li> <li>• Develop strategies for promoting maintenance, development and changes in systems in providing professional expertise</li> <li>• Develop effective working relationships with a broad range of stakeholders</li> <li>• Collaborate with others in planning and decision-making at the individual and group level</li> </ul>	<ul style="list-style-type: none"> <li>• Influence stakeholders from government ministries, agencies and other healthcare sector organisations with professional perspectives for policy development</li> <li>• Integrate professional practices in providing multidisciplinary healthcare services</li> <li>• Advise on policy implications related to professional practices</li> <li>• Evaluate and manage significant barriers to acceptance of professional expertise by healthcare sector stakeholders critically</li> <li>• Collaborate with others in planning and decision-making at the systems level</li> <li>• Influence psychological mindedness of teams and organisations</li> <li>• Contribute to and foster collaborative working practices of multidisciplinary teams</li> </ul>

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			<ul style="list-style-type: none"> <li>• Communicate clear and relevant information about different forms of approaches and interventions</li> <li>• Articulate role and working capacity of the profession to other healthcare sector professionals in systems they are working with</li> </ul>	conferences and policy development		
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