

**SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Care Services					
TSC	Para-counselling					
TSC Description	Provide para-counselling to clients within an agreed counselling framework					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SSC-CAR-1004-1.1	SSC-CAR-2004-1.1				
	Support certified counselling professionals in their daily work by providing engagement and support	Support the implementation of appropriate para-counselling approaches				
Knowledge	<ul style="list-style-type: none"> Listening skills and questioning techniques Communication methods relating to para-counselling Ethics related to providing engagement and support for clients 	<ul style="list-style-type: none"> Counselling techniques Principles and procedures of client confidentiality and informed consent Models and theories in counselling and family theories 				
Abilities	<ul style="list-style-type: none"> Apply active listening skills and questioning techniques when communicating with clients Recognise barriers of communication in the communication process with clients Maintain client confidentiality and privacy when providing engagement and support Provide engagement and support to clients throughout the counselling process according to care plans 	<ul style="list-style-type: none"> Apply probing techniques to determine underlying issues to a problem faced by clients Apply principles and procedures for gaining informed consent Apply counselling skills to interact with the clients 				