

1. TITLE OF THE CERTIFICATE ⁽¹⁾

Tegevusjuhendaja, EKR tase 4

⁽¹⁾ in the original language

2. TRANSLATED TITLE OF THE CERTIFICATE ⁽¹⁾

Client worker for people with mental health problems, EstQF level 4

⁽¹⁾ if applicable. This translation has no legal status.

3. PROFILE OF SKILLS AND COMPETENCIES

A mental health support worker is a specialist in the field of specialised welfare who instructs and supports people with mental health problems in their activities of day-to-day living, work and hobbies to ensure their maximum independence and quality of life, guided by the humanistic and holistic treatment of human beings.

A mental health support worker is a member of a rehabilitation team who works closely with the client's social and official networks in the interests of the client. Continuous professional development and lifelong learning are important in the work of the mental health support worker.

Areas of work

1 Development of client's social skills

- Supporting the client in communication.
- Instructing the client on behavioural norms.
- Supporting the client's emotional well-being.
- Teaching conflict resolution and self-assertive behaviour.
- Providing feedback on social situations.
- Supporting the activities of client agencies.

2 Development, maintenance and support for client's operational capacity

- Assessment and analysis of the client's operational capacity and need for assistance.
- Monitoring and noting changes in the client's state of health.
- Shaping health behaviour.
- Motivation and inclusion of the client in activities.
- Instructing the client on the use of technical aids.

3 Instructing and supporting client in day-to-day living

- Making a daily/weekly plan with the client.
- Supporting the client in self-care.
- Adherence to the client's prescribed medication plan.
- Instructing the client on housekeeping.
- Monitoring nutrition.
- Creating a household budget with the client.
- Instructing the client on using community-based services.

4 Instructing and supporting client in leisure activities

^(*) Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information available at: <http://europass.cedefop.europa.eu/en/home>

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Guiding and including the client in leisure activities.
 Planning and conducting diverse activities with the client.
 Taking safety risks into consideration.
 Instructing the client on participation in events and accompanying them if necessary.

5 Construction and maintenance of client's network
 Constructing a network that corresponds to the client's needs.
 Maintenance of existing social network.
 Cooperation with the client's relatives, friends and guardians.
 Cooperation with other specialists.

Elective areas of work:

6 Supporting client in work and studies
 Finding working/studying opportunities suitable for the client.
 Teaching the social skills necessary for the client to work/study.
 Teaching the practical skills necessary for the client to work/study.
 Arranging the services and support necessary for the client to work/study.
 Cooperation with the establishment and linking the client's day-to-day life with work/studies.

7 Supervision and mentoring
 Mentoring new employees.
 Instructing interns, volunteers and others.
 Peer supervision and instruction.

8 Household organisation
 Coordinating work and personal life.
 Calculating personal assets and mapping the needs of the client.
 Organising the client's document management.
 Considering safety requirements.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE ⁽¹⁾

Mental health support worker

⁽¹⁾ If applicable

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the body awarding the certificate	Name and status of the national/regional authority providing accreditation/recognition of the certificate
The occupational certificate that has been issued by the professional council that operates under the activity license issued by a Awarding Body	Sector Skills Council approved by a Regulation of the Government of the Republic
Level of the certificate (national or international)	Grading scale / Pass requirements
Estonian Qualification Framework level 4 European Qualification Framework level 4	passed/fail
Access to next level of education/training	International agreements
Legal basis	
Occupational Qualifications Act (RT I, 10.12.2010, 12; 01.01.2011)	

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

In order to obtain a occupational certificate, the applicant has to prove all his/her competencies required by the occupational standard and by the procedure for awarding of occupational qualification established by the body awarding the occupational qualification.

More information (including a description of the national qualifications system) available at:
www.kutsekoda.ee