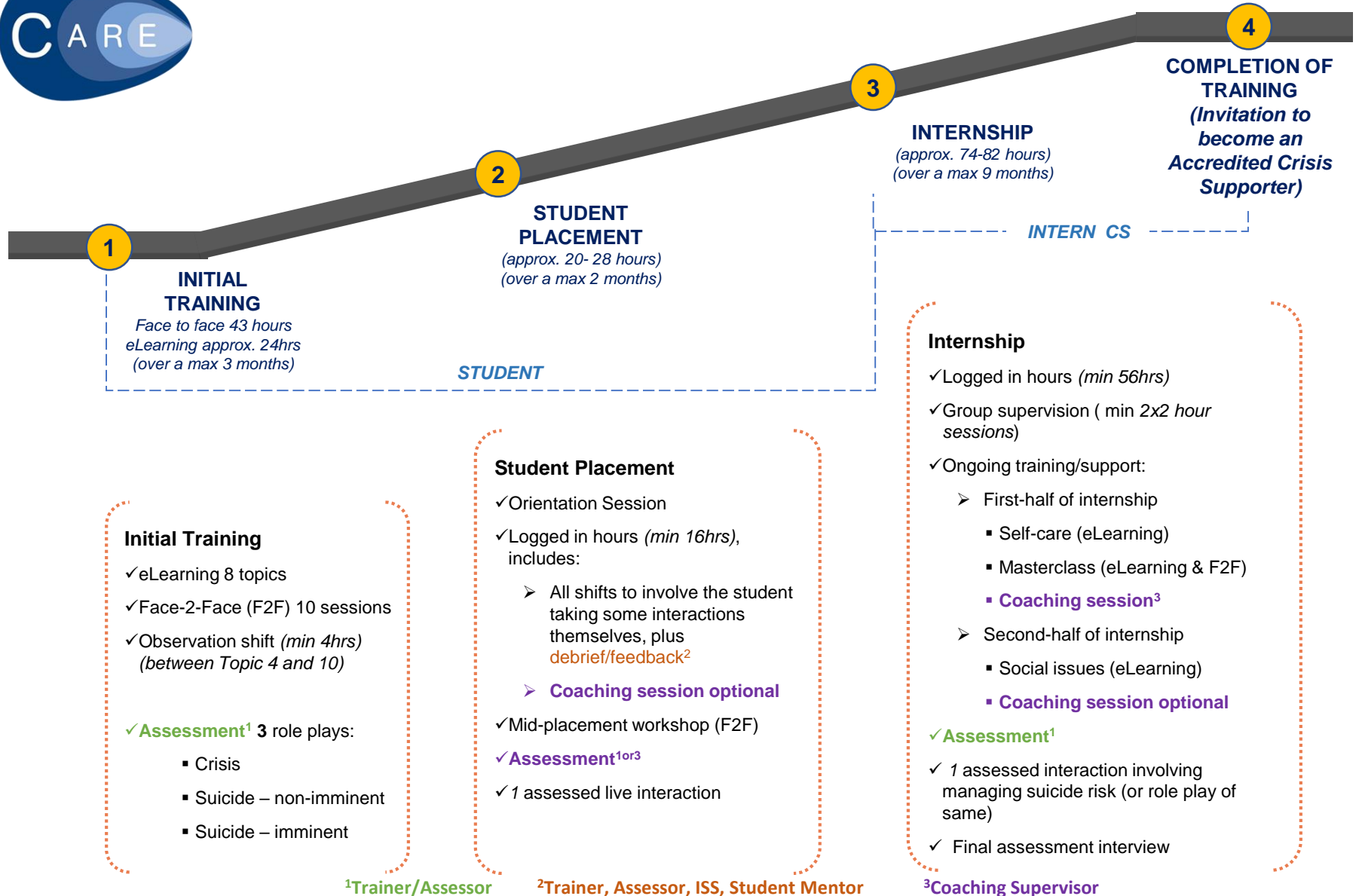


CRISIS SUPPORTER TRAINING PATHWAY

CHCSS00113
Crisis support skill set



Guidelines for student placement

- Orientation hours are on top of the 16 hours shift time
- Min 16 hours logged in time, additional shifts to be added as required based on feedback provided by student mentors/trainers/ISS using the Student Mentor Form.
- All four shifts to involve the student taking some interactions themselves.
- First two shifts – one on one support to be provided by student mentor, ISS or trainer. Trainer can, at their discretion, decide if less than 1:1 support is required for individual students after the first shift.
- Third and subsequent shifts – support to be gradually tapered off depending on student need
- A student mentor or ISS will need to be readily accessible to the student at all times.
- By the final shift – As long as the student is progressing well, they should be left to take interactions independently for the majority of this shift (aside from assessments), to prepare them for going solo. They should spend the majority of the shift taking interactions (i.e. not debriefing or observing others) –benchmark - 50% of shift. If the student is not ready for this by the fourth shift, or has not taken a good variety of interactions, another shift should be added. The two student placement assessments to be undertaken during the fourth (or subsequent, if applicable) shifts.
- Students should be asked to use the RP log to reflect on every placement shift.
- All shifts student placement shifts – at least one student mentor form to be submitted.

As per the Lifeline Operations Manual, the **Coaching Supervisor** listens to both sides of a crisis support interaction and supports the CS to reflect on their practice and to identify areas of strength and improvement. This will include the provision of the coach's own feedback about the interaction, utilising standardised Lifeline forms.

Use the Lifeline observation form for all assessments and coaching throughout all stages.

Assessment in student placement should be done via observation of a live interaction. You need to assess an interaction that allows for the demonstration of the crisis support attributes, microskills and CARE.

Assessment in internship needs to be a suicide interaction (if not completed in student placement) a live interaction or role play may be used.

Please note three practical demonstrations of suicide interactions are needed across all assessments. Two are completed at stage 1 so one more is needed at either stage 2 or stage 3.