# **Case Study Task 3.2 – Supervisor Briefing Document**

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| **Dear Volunteer.**  Thank you for agreeing to participate in the candidate’s assessment.  The candidate’s assessment includes a role-play activity in which you will take part.  To fulfil your role in the activity, review this Briefing Document carefully. Discuss any queries you may have about this document with the candidate’s assessor or training organisation.  *Thank you very much, and have a good day.* |

## **Your Role**

You will act as Rachel Alcott, the candidate’s and Morgan’s supervisor. The candidate is a community services and health support worker at Lotus Compassionate Care.

## **Volunteer Instructions**

### Before the activity

1. Read this *Briefing Document* and other relevant simulated documents. The candidate’s assessor will also walk you through these documents.
2. Raise any questions or concerns you may have about this document or the role-play activity with the candidate’s assessor.

### During the activity

1. Have this *Briefing Document* with you during the role-play activity.
2. Participate in the role-play discussion. Follow the cues and scripts provided in the *Discussion Guide* section of this document.

## **Background**

### Harvard Management Institute

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| Harvard Management Institute is a large not-for-profit individual support, ageing support, and disability support service provider in Cascade Peak.  You can read more about the organisation by clicking on the link below:    [Harvard Management Institute](https://compliantlearningresources.com.au/network/lotus-v2/)  *(Username: newusername Password: newpassword)* |

### Case Study – Morgan Wright

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| **SCENARIO**  Morgan Wright is a fellow community services and health worker at Lotus Compassionate Care. She has been with the company for a couple of years now, and almost all employees know her as a friendly and hard-working colleague.  One day, you saw Morgan giving Lena, her client, a book to read for the afternoon. Lena is a sixty-five-year-old woman who has been admitted to residential care due to mental illness and loss of vision. She has previously expressed a desire to be allowed to take short strolls outside. Lena’s individual care plan also states that she should be encouraged and supported to engage in physical activities.  When you asked Morgan why she gave Lena a book instead of taking her outside for a stroll, she pulled you aside and asked you to speak softly. *‘Last time we went outside, she broke and knocked over a lot of things and made such a big mess. Honestly, she’s the worst client I’ve ever had to take care of. I can’t wait for her to just die.’*  When you pointed out the individual care plan, Lena let out a chuckle*. ‘I’ll give her a few simple exercises later so she can move her legs. I just don’t want to deal with her mess outside. Whenever she asks to be let out for a stroll, I just tell her the weather’s not good. She’s blind, so she won’t know anyway.’*  Morgan asks that you keep this a secret and assures you that Lena is still going to get some physical exercise later. However, you feel uneasy about the entire situation. You decide to fill out an Ethical Concern Form and report the matter to your supervisor.  **For this assessment, the date is 1 April 20xx, where 20xx is the current year.** |

## **Scenario**

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| Lotus Compassionate Care’s Policies and Procedures also require all employees to report any instance of unethical conduct to their immediate supervisor. |

## **Role Play Discussion Guide**

### When the candidate approaches you to report the instance of unethical conduct

* *‘Is this an appropriate venue to discuss your concern?’*
* *‘Feel free to begin your report anytime.’*

### When the candidate finishes their report

* *‘This is concerning. Do you swear that all the information you reported is true?’*
* *‘Is there anything else you’d like to tell me about Morgan?’*
* *‘Is there anything else you’d like to report?’*
* *‘Thank you for reporting this matter to me. Please leave the Incident Report Form with me.’*

End of Briefing Document