# **Simulated Assessment Task 2.7 - 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 a supervisor at Lotus Compassionate Care. The candidate will act as Henry’s support worker.

## **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**

### Lotus Compassionate Care

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| Lotus Compassionate Care is committed to providing high-quality care and support to people with disability, seniors, and their carers living in the Cascade Peak Community.  You can read more about the organisation by clicking on the link below:    © Harvard Management Institute Pty Ltd.  *(Username: newusername Password: newpassword)* |

### Case Study - Henry

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| **SCENARIO**    Henry is 76 years old and lives with Florence, his wife, in an apartment they have had for the past 20 years. He was diagnosed with advanced colon cancer after experiencing severe abdominal pain, constipation, mobility issues and weakness. He has recently undergone surgery and requires assistance with the following:   * Changing his colostomy bag * Managing his pain * Ensuring that he takes his medication on time * Shifting to difficult positions, such as when entering his car   Due to the difficulty of managing Henry’s symptoms, Florence sought home care services from Lotus Compassionate Care. |

## **Scenario**

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| **SCENARIO**  After meeting with Henry, the candidate will need to meet with their supervisor to report the outcomes of their discussion with Henry, including the client’s feedback on the support activities and any changes or improvements that can be made in the individualised support delivery. |

## **Role Play Discussion Guide**

**General Disposition**

* Throughout this part of the assessment, you must communicate and interact with the candidate in a professional manner.
* The candidate will report the outcomes of their discussion with the client to you. You must provide the candidate with opportunities to perform their task by doing the following:
* Allowing the candidate to finish their report – do not ask questions or ask the candidate to clarify or expound upon any part of their report.
* Refraining from making unnecessary remarks in the discussions
* Using minimal body language and facial expressions

**The candidate will discuss the outcome of their discussion with Henry.**

* The candidate will facilitate the activity in a private space.
* The candidate will discuss with you the result of their monitoring activity with the client.
* You must listen to the candidate’s report.

End of Briefing Document