### PACIFIC ISLAND SOCIAL SERVICES

**Participate in professional social service supervision in Pacific Island social services**

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<thead>
<tr>
<th>level</th>
<th>4</th>
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<tr>
<td>credit</td>
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<td>planned review date</td>
<td>June 2002</td>
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<tr>
<td>sub-field</td>
<td>Social Services</td>
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<td>purpose</td>
<td>This unit standard is for those who are entering or working within Pacific Island social services and who receive professional supervision within that context. Professional social service supervision in Pacific Island social service contexts provides for personal, cultural, and professional development. People credited with this unit standard are able to: describe the role and function of professional social services supervision in Pacific Island social services; negotiate a contract for professional social service supervision in a Pacific Island social service setting; carry out a contract for professional social service supervision in a Pacific Island social service setting; and participate in closure of the contract for professional social service supervision in a Pacific Island social service setting.</td>
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**entry information:** Open.

**accreditation option:** Evaluation of documentation and visit by NZQA and industry.

**moderation option:** A centrally established and directed national moderation system has been set up by Community Support Services ITO Limited (Careerforce).
special notes:

1 People awarded credit in this unit standard are able to demonstrate knowledge of te tino rangatiratanga and kawanatanga of the Treaty of Waitangi, and are able to demonstrate knowledge of how to apply the articles of the Treaty of Waitangi to social services. They are able to apply this knowledge to the context of assessment for this unit standard (for further clarification, please refer to Unit 7927, Demonstrate knowledge of the application of the Treaty of Waitangi in the social services).

2 Pacific Island refers primarily to the main island groups represented in New Zealand, namely Samoan, Tongan, Cook Island, Niuean, Tokelauan, Fijian, Tuvaluan, Solomon Islands, Kiribati.

3 Professional social services supervision in Pacific Island social services is a formal and informal process intended to enable Pacific Island social service workers to practise to the best of their ability. The main functions of professional social services supervision in Pacific Island social services are:
   a administrative and managerial
   b teaching and mentoring
   c enabling and supportive
   d consultative.

   All of these functions are necessary for effective supervision, but they need not all be performed by a single person. This is particularly relevant when the Pacific Island social service worker's administrative superiors are not Pacific Island social service workers.
Professional social services supervision in Pacific Island social services provides for critical reflection on present practice; developing understanding and analysis of the personal and the political and the environmental and social context for Pacific Island social service practice; and commitment to equity.

Professional social services supervision that is culturally and professionally appropriate to Pacific Island social services requires the supervisor to have knowledge that may include but is not limited to knowledge of - equity issues; status issues; age and gender issues; customs and protocols; commonalities and differences within Pacific nations. The supervisor must be able to communicate in the supervisee’s preferred language at the same level of fluency.

4 Participants is used as a generic term to denote people from user groups of the Pacific Island social services.

5 Qualifications include but are not limited to: professional qualifications, demonstrated competence in providing professional social services supervision, experience in a related field of practice, and age, culture, class, gender, and sexual orientation criteria.
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6 Relevant issues for professional supervision include but are not limited to: objectives of supervision, accountabilities, form(s) of supervision, the function(s) of supervision to be addressed, dates and timing of sessions, availability for unscheduled consultation, confidentiality, protocols, assessment and/or staff appraisal criteria, recording and reporting requirements, preparation requirements for supervision sessions, methods of evaluation of the supervision contract, funding for supervision, methods for resolving conflict and disagreements, personal and professional boundaries, languages and use of voice tone, pitch, volume, and speed.

7 Relevant work areas and personal, cultural, and professional development include but are not limited to: monitoring workload, reviewing written work, ethical issues, career and professional development, working relationships, development of practice theory, methods and models of practice, outcomes for participants of the supervisee's work, morale, professional identity, accountabilities, personal awareness, trust, skills development, critical reflection, disempowerment, personal issues and circumstances, conflict resolution, coping mechanisms.
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8 Personal awareness is defined as awareness by the Pacific Island social service worker of their personal ideas, beliefs, feelings, philosophy, religion, spirituality, values, world view, practices, and personal and professional boundaries, in relation to their work, work colleagues, and relationships with participants in the Pacific Island social services.

9 Pacific Island social service workers include but are not limited to: community workers, counsellors, social workers, youth workers, and others who deliver Pacific Island social services, whether paid or unpaid.

10 This unit standard may require particular depth of disclosure of personal information. All communications with people preparing for award of this unit standard are treated confidentially by supervisors and providers. The scope and limits of confidentiality are defined through negotiation and informed consent, the supervision contract, and criteria established by legislation, ethical practice, and organisational guidelines.

In the context of this unit standard, sources of criteria established by legislation, ethical practice, and organisational guidelines include but are not limited to: the Official Information Act 1982, Privacy Act 1993, service provider codes of conduct, codes of practice issued by the Privacy Commissioner, Pacific Island social service codes of ethics, and organisational guidelines, protocols, staff manuals, strategic plans, kaupapa.
11 The supervisee should expect that they will be supervised in a way that is culturally safe, and people providing professional Pacific Island social services supervision may include but are not limited to the following: co-worker, consultant, Pacific Island elder, manager, mentor, senior worker, minister of religion, supervisor.

12 In carrying out all elements of this unit standard, actions are documented according to enterprise standards. Enterprise standards include but are not limited to: service provider strategic plans, kaupapa, governing legislation, staff manuals, and service provider protocols.

**Elements and Performance Criteria**

**element 1**

Describe the role and function of professional social services supervision in Pacific Island social services.

**performance criteria**

1.1 The description identifies the main functions of professional social services supervision in Pacific Island social services.
1.2 The description identifies the major purposes of professional social services supervision in Pacific Island social services.

Range: major purposes of professional social services supervision in Pacific Island social services - accountability to participants in the social services, empowerment of participants, identification with agency functions and procedures, accountability to the agency, accountability to the community, accountability to oneself and one's own development, accountability to own professional group, obligation to participant community group and culture.

1.3 The description identifies the major forms of professional social services supervision in Pacific Island social services.

Range: major forms of professional social services supervision in Pacific Island social services - individual, tandem, group, team, peer, in-house supervision, external supervision.

1.4 The description assesses the major forms of professional social services supervision in terms of their relevance to fields of Pacific Island social service work and other relevant criteria.

Range: fields of Pacific Island social service work - community work, counselling, social work, youth work; other relevant criteria - age, culture, class, gender, sexual orientation, status, religion.

1.5 The description identifies the difference between the role and function of managerial supervision and professional social services supervision in Pacific Island social services.
element 2

Negotiate a contract for professional social service supervision in a Pacific Island social service setting.

**performance criteria**

2.1 Negotiation defines objectives for supervision according to personal, cultural, and professional needs for the functions and purposes of supervision.

2.2 Negotiation identifies the form(s) and processes of professional social service supervision that will best achieve objectives.

Range: form(s) - individual, tandem, group, team, peer, in-house, external supervision, supervision by Pacific Island elders; processes - language, use of voice tone, pitch, volume, and speed.

2.3 Negotiation identifies and selects a supervisor according to her/his ability to meet the personal, cultural, and professional needs of the supervisee.

Range: ability may include but is not limited to - cultural knowledge, experience of professional and cultural forms of supervision, training, qualifications, work experience, ability to communicate in the supervisee’s preferred language at the same level of fluency.

2.4 Negotiation achieves agreement of all parties to a recorded supervision contract covering all relevant issues for professional social service supervision in a Pacific Island social service setting.
element 3

Carry out a contract for professional social service supervision in a Pacific Island social service setting.

performance criteria

3.1 Supervision sessions are planned, prepared for, and used according to objectives and processes defined in the contract.

3.2 Supervision sessions address the function(s) of supervision that is/are included in the contract.

3.3 Supervision sessions address relevant work areas and personal, cultural, and professional development.

3.4 Personal awareness and cultural issues are actioned in supervision in terms of relevance to professional performance and according to the supervision contract.

3.5 The supervisor's cultural experience, knowledge, and skills are utilised in professional supervision according to the objectives and the processes agreed on for supervision.

3.6 Any disagreements between the supervisor and/or supervisee are raised and negotiated according to the supervision contract.

3.7 Any disagreements that are not resolved by mutual negotiation are dealt with in a respectful and culturally acceptable manner according to the terms of the contract for resolving disputes.
3.8 Operation of the supervision contract is evaluated according to the terms of the supervision contract.

**element 4**

Participate in closure of the contract for professional social service supervision in a Pacific Island social service setting.

**performance criteria**

4.1 Completion of the supervision contract is established according to supervisor and supervisee needs and the terms of the contract.

4.2 The closure process identifies issues arising from the supervision relationship.

Range: issues arising from the supervision relationship may include but are not limited to - identification of achievements and new learning; on-going needs for professional and cultural supervision; transfer of learning to deal with new situations; ongoing personal, cultural, and professional development; processes for future involvement in supervision between supervisor and supervisee; evidence is required of identification of three issues.
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Comments to:
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Wellington 6140

Please Note: Providers must be accredited by the Qualifications Authority before they can offer programmes of education and training assessed against unit standards.

Accredited providers assessing against unit standards must engage with the moderation system that applies to those unit standards. [Please refer to relevant Plan ref: 0222]