SOCIAL SERVICE WORK WITH ABUSE, NEGLECT, AND VIOLENCE
Demonstrate knowledge of safe practice in social service work with abuse, neglect, and violence

level: 6
credit: 6

planned review date: April 2005

sub-field: Social Services

purpose: People awarded this unit standard are able to demonstrate knowledge of: the social service worker's own experiences, attributes, values and beliefs related to abuse, neglect, and violence; a service provider's policies and services related to abuse, neglect, and violence; and principles for safe practice in social service work with abuse, neglect, and violence.

entry information: Open.

accreditation option: Evaluation of documentation and visit by NZQA, industry and teaching professional in the same field from another provider.

moderation option: A centrally established and directed national moderation system has been set up by Community Support Services ITO Limited (Careerforce).
SOCIAL SERVICE WORK WITH ABUSE, NEGLECT, AND VIOLENCE
Demonstrate knowledge of safe practice in social service work with abuse, neglect, and violence

special notes:

1. People awarded credit in this unit standard are able to implement Te Tiriti o Waitangi in the social services according to the authority and resources available to them, and are able to demonstrate application of this competence to the context of assessment for this unit standard (for further clarification, please refer to Unit 7928, Implement the Treaty of Waitangi in the social services).

2. Glossary
Abuse, neglect, and violence includes abusive, neglectful, violent, or controlling behaviour that may be economic, emotional, physical, social, verbal, spiritual, and/or sexual in nature. It also includes role abuse, which means the abuse of power by an individual or agency that has a professional, service, or status-based role in relation to survivors. Abuse, neglect, and violence may occur within or outside of families and whānau.
Social service worker is used as a term to refer to the person seeking award of credit in this unit standard. Social service worker may include but is not limited to: community workers, counsellors, kaiāwhina, social workers, kaitautoko, youth workers, and others who deliver social services, whether paid or unpaid.
SOCIAL SERVICE WORK WITH ABUSE, NEGLECT, AND VIOLENCE
Demonstrate knowledge of safe practice in social service work with abuse, neglect, and violence

3 Resources related to abuse and neglect of children and young persons may include but are not limited to:

4 Resources related to the Domestic Violence Act 1995 and Domestic Violence (Programmes) Regulations 1996:
SOCIAL SERVICE WORK WITH ABUSE, NEGLECT, AND VIOLENCE
Demonstrate knowledge of safe practice in social service work with abuse, neglect, and violence

5 Resources related to elder abuse and neglect - may include but are not limited to:
   b Age Concern New Zealand. 1999. *Age Concern elder abuse and neglect services - A report of statistics and service developments covering the three years from July 1996 to June 1999.* Wellington: Age Concern New Zealand.

6 *Enterprise standards* include but are not limited to: service provider strategic plans, kaupapa, governing legislation, staff manuals, service provider protocols.
Elements and Performance Criteria

element 1

Demonstrate knowledge of the social service worker's own experiences, attributes, values and beliefs related to abuse, neglect, and violence.

performance criteria

1.1 The social service worker's own personal experiences related to abuse, neglect, and violence are described.

Range: personal experiences - personal experiences of violence; conditioning in gender roles and sexuality; conditioning in controlling attitudes; own use of power and control.

1.2 The social service worker's own personal experiences related to abuse, neglect, and violence are explained in terms of their impact on the social service worker.

Range: impact may include but is not limited to - cultural, emotional, inter-generational, intra-familial, physical, psychological, sexual, spiritual, victimisation, trauma, attitudes to perpetrators and survivors, goals for social service work. Cultural consequences are defined from the perspective of the social service worker's own culture.
1.3 The social service worker's personal attributes are explained in terms of those that are related to social service work with abuse, neglect, and violence.

Range: personal attributes may include but are not limited to - ability to form relationships; ability to manage ethical dilemmas; ability to contain and manage the tension between self and participants in situations of abuse, neglect, and violence; assertiveness; body language; communication patterns; culture; healing from abuse, neglect, and violence; methods of dealing with anger and frustration; personal and professional integrity; self management.

1.4 The social service worker's values and beliefs are explained in terms of values and beliefs that support safe practice in working with abuse, neglect, and violence.

Range: values and beliefs include but are not limited to - non-collusion with abuse, neglect, and violence; paramountcy of the rights of victims and potential victims; accountability and responsibility of perpetrators for choices and decisions; unacceptability of abuse, neglect, and violence; autonomy of cultures to deal with abuse, neglect, and violence; work with families and whānau in working with abuse, neglect, and violence; victim safety as a limit on confidentiality and privacy; openness to accountability and scrutiny; measure of effectiveness of intervention is victim safety.
SOCIAL SERVICE WORK WITH ABUSE, NEGLECT, AND VIOLENCE
Demonstrate knowledge of safe practice in social service work with abuse, neglect, and violence

element 2

Demonstrate knowledge of a service provider's policies and services related to abuse, neglect, and violence.

Range: evidence is required in relation to an agency that provides services related to abuse, neglect, and violence. In non-workplace assessment situations this may be a fieldwork placement agency, or a service provider chosen by negotiation between the assessor and candidate.

performance criteria

2.1 Service provider policies related to abuse, neglect, and violence are explained in terms of the policies of one service provider.

2.2 Services related to abuse, neglect, and violence are described in terms of those offered by one service provider.

2.3 Policies of one service provider related to abuse, neglect, and violence are explained in terms of the needs of social service workers.

Range: needs - cultural, gender, emotional, psychological, spiritual, safety.

2.4 Policies and practice for provision of professional supervision are explained according to one service provider's enterprise standards.

2.5 Protocols related to reporting of abuse, neglect, and violence are explained according to one service provider's enterprise standards.

2.6 Protocols related to inter-agency case management of abuse, neglect, and violence are explained according to one service provider's enterprise standards.
SOCIAL SERVICE WORK WITH ABUSE, NEGLECT, AND VIOLENCE
Demonstrate knowledge of safe practice in social service work with abuse, neglect, and violence

2.7 Methods for dealing with abuse, neglect, and violence in a workplace are explained in terms of methods designed by one service provider.

Range: methods - policies, procedures, management action plans, resources.

element 3
Demonstrate knowledge of principles for safe practice in social service work with abuse, neglect, and violence.

performance criteria

3.1 Principles for safe practice for social service work with abuse, neglect, and violence are explained in terms of authoritative sources.

Range: authoritative sources may include but are not limited to - colleagues who are experts in social service work with abuse, neglect, and violence; resources listed in special notes 3, 4, and 5; publications by Morrison, Tony.

3.2 Principles for safe practice for social service work with abuse, neglect, and violence are analysed in terms of cultural perspectives contained in the resources listed in special note 3.

Range: cultural perspectives - Māori, one Tauiwi culture.

3.3 Potential hazards in social service work with abuse, neglect, and violence are described.

Range: potential hazards may include but are not limited to - accommodation syndrome, professional dangerousness.
SOCIAL SERVICE WORK WITH ABUSE, NEGLECT, AND VIOLENCE
Demonstrate knowledge of safe practice in social service work with abuse, neglect, and violence

3.4 The principle and implications of informed consent are explained in terms of safe practice in social service work with abuse, neglect, and violence.

Range: implications of informed consent may include but are not limited to - limitations and risks for survivors; limitations and risks for offenders; limitations and risks for family or whānau; limitations and risks for employers; safety mechanisms.

3.5 Ethical practice is explained as a principle for safe practice in social service work with abuse, neglect, and violence.

Range: ethical practice - according to one agency or one professional code of ethics within the social services.

Comments to:

Careerforce
PO Box 2637
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]