

<b>Title</b>	<b>Describe the role of a support worker in a health or wellbeing setting</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This entry-level unit standard is for people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to describe: the role of a support worker; the procedures for maintaining boundaries in the role of a support worker; and actions for maintaining relationships with colleagues in a health or wellbeing setting.</p>
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<b>Classification</b>	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation and codes relevant to this unit standard include but are not limited to: Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights); Health and Disability Services (Safety) Act 2001; Health and Safety at Work Act 2015; Human Rights Act 1993; Privacy Act 1993.  
The above legislation is available at <http://www.legislation.govt.nz/>.
- 2 New Zealand Standards relevant to this unit standard include but are not limited to: NZS 8134.0:2008 *Health and disability services Standards – Health and disability services (general) Standard*; NZS 8134.1:2008 *Health and disability services Standards – Health and disability services (core) Standards*; NZS 8134.3:2008 *Health and disability services Standards – Health and disability services (infection prevention and control) Standards*; NZS 8158:2012 *Home and community support sector Standard*; available at <http://www.standards.co.nz/>.
- 3 In the context of this unit standard, *support* should aim to maintain, improve, or restore a person's independence and/or interdependence by utilising the person's existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.

#### 4 Definitions

*Health or wellbeing setting* includes but is not limited to – the aged care, acute care, community support, disability, mental health, and social services sectors.

*Organisational policies and procedures* – policies, procedures and methodologies of an organisation. They include legislative and regulatory requirements which may apply across a company, a specific site, or a workplace. Requirements are documented in the company's health and safety plans, contract work programmes, quality assurance programmes, policies and procedural documents.

*Person* – a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, service user, tūroro, or tangata whai ora.

*Personal plan* – a generic term that covers the individual or group plans (which may also be referred to by other names) that are developed for people receiving support (and may include their family/whānau as appropriate).

## Outcomes and performance criteria

### Outcome 1

Describe the role of a support worker in a health or wellbeing setting.

#### Performance criteria

- 1.1 Range of work to be undertaken by the support worker is identified and described in terms of organisational policies and procedures.

Range range of work includes boundaries and may include but is not limited to – personal plan, conditions of employment; evidence is required of the range of work carried out in the support worker's workplace.

- 1.2 The support worker's impact on the person's quality of life is described in terms of roles, relevant legislation and codes.

- 1.3 The importance of the support worker's role within a team is described in terms of team interaction and support.

Range team interaction and support may include but is not limited to – team meetings, handovers, reporting, rosters, supervision; evidence is required of two types of team interaction or support.

### Outcome 2

Describe procedures for maintaining boundaries in the role of a support worker in a health or wellbeing setting.

#### Performance criteria

- 2.1 Procedures for declining to provide support that is outside the support worker's role is described in terms of organisational policies and procedures.

- 2.2 Procedures for handling confidential information are identified and described in terms of organisational policies and procedures.

Range confidential information includes but is not limited to information about – person, family/whānau, employer, support worker.

### Outcome 3

Describe actions for maintaining relationships with colleagues in a health or wellbeing setting.

### Performance criteria

- 3.1 Actions for maintaining relationships with colleagues are described in terms of organisational policies and procedures.

<b>Planned review date</b>	31 December 2021
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### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 June 2007	31 December 2016
Revision	2	21 January 2011	31 December 2016
Review	3	19 March 2015	N/A
Rollover and Revision	4	24 October 2019	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0024
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

### Comments on this unit standard

Please contact Careerforce [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.