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| Title | Demonstrate knowledge of the role of a support worker in a health or wellbeing setting | | |
| Level | 2 | Credits | 5 |

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| Purpose | <p>People credited with this unit standard are able, in a health or wellbeing setting, to identify:</p> <ul style="list-style-type: none"> • the role of a support worker; • the procedures for maintaining professional boundaries in the role of a support worker; and • actions for maintaining professional relationships. |
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| Classification | Health, Disability, and Aged Support > Health and Disability Principles in Practice |
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| Available grade | Achieved |
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Guidance Information

- 1 Assessment conditions
Evidence for the theory components of this unit standard must be gathered in a health or wellbeing setting.
- 2 Assessment notes
Evidence generated for assessment against this standard must be in accordance with organisational policies and procedures and boundaries of the support worker's role.
- 3 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, rehabilitation, social services and youth development sectors.
Organisational policies and procedures are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.
Person is the individual accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

Personal plan is an individual or group plan developed for people receiving support. It may include their family and whānau.

Outcomes and performance criteria

Outcome 1

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

Performance criteria

1.1 Scope of work to be undertaken by a support worker is identified.

Range scope of work must include professional boundaries and may include but is not limited to – conditions of employment, personal plan;
evidence is required of the scope of work carried out in a workplace.

1.2 A support worker's role and responsibilities, and their potential impact on a person's quality of life, are identified.

1.3 The contribution of a support worker's role within a team is identified in terms of team interaction and support.

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

Outcome 2

Identify procedures for maintaining professional 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 a support worker's role are identified.

2.2 Procedures for handling confidential information are identified.

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

Outcome 3

Identify actions for maintaining professional relationships in a health or wellbeing setting.

Range professional relationships may include but are not limited to – family/whanau, multidisciplinary team, natural supports, people being supported; evidence is required of two professional relationships.

Performance criteria

3.1 Actions for maintaining professional relationships are identified.

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| Planned review date | 31 December 2026 |
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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 | 31 December 2023 |
| Rollover and Revision | 4 | 24 October 2019 | 31 December 2023 |
| Review | 5 | 24 March 2022 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 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 Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council qualifications@toitutewaiora.nz if you wish to suggest changes to the content of this unit standard.