Title	Work alongside a person to achieve intended outcomes in a health or wellbeing setting and evaluate own performance		
Level	4	Credits	15

Purpose	People credited with this standard are able to, in a health or wellbeing setting: • contribute to achieving the intended outcomes for a person; • contribute to identifying opportunities to enhance the likelihood of success in achieving intended outcomes for a person; • contribute to identifying risks and barriers to achieving intended outcomes for a person, and, • evaluate own performance when contributing to achieving the intended outcomes, identifying opportunities to enhance the likelihood of success, and identifying risks and barriers, for a person being supported.

Classification	Health, Disability, and Aged Support > Community Support Services

Available grade	Achieved

Guidance Information

1   Assessment conditions
Evidence for the practical components of this unit standard must be generated in a health or wellbeing setting. This unit standard cannot be assessed in a simulated environment.

People awarded credit for this unit standard must work under the guidance and delegation of a health professional in accordance with own role and responsibilities, organisational policies and procedures, and respect the characteristics and needs of people accessing support.

2   Assessment notes
Evidence generated for assessment against this standard must reflect workplace requirements specified in:
• documented workplace procedures, policies, and methodologies;
• applicable health and safety plans, contract work programmes, and quality assurance programmes.

Evidence generated for assessment against this standard must reflect the values, processes, and protocols required to work with Māori, Pasifika, and people from diverse cultures.

3   Range
        Evidence is required for a minimum of three separate examples. The examples may
        be either for multiple needs requiring a minimum of three intended outcomes for one
        person, or for diverse needs requiring one intended outcome for each of three
        different people with differing needs. Evaluation of own performance is also required
        for each example.

4   Definitions
        Characteristics and needs include the physical, spiritual, and mental characteristics
        and needs of people accessing support. Characteristics and needs may include but
        are not limited to – their age and stage of development, coping strategies, culture,
        disabilities, experience and knowledge, family or whānau history, gender, health
        status, personal history, language, sexual orientation, socio-economic situation; and
        needs for physical comfort, safety, and privacy.
        Health or wellbeing settings include but are not limited to – the acute care, aged care,
        community support, disability, mental health, social services and youth development
        sectors.
        Intended outcomes refers to the purpose of the relationship between the person or
        organisation providing support and the people accessing support. Intended
        outcomes may include but are not limited to – the achievement of personal goals or
        aspirations, recovery from mental illness, rehabilitation, addressing economic,
        physical, mental or social needs, the development new skills or knowledge, and the
        development of resilience, confidence, hope or self-management.
        Natural supports include but are not limited to the family/whānau of the person who is
        at the centre of support.
        Organisational standards refer to the policies, procedures and practices which reflect
        an organisation's service philosophy and the current and relevant ethical, legislative
        regulatory and contractual requirements to which the setting or role is subject.
        Organisational standards may be documented in the organisation's vision and
        values, standard operating procedures, health and safety plans, contract work
        programmes, quality assurance programmes, policies and procedural documents
        and codes of conduct and/or ethics.
        Person refers to the individual (or group) accessing services in a health or wellbeing
        context. Other terms used may include – client(s), consumer(s), customer(s),
        patient(s), resident(s), service user(s), tūroro or tangata whai ora.
        Plan refers to a plan or an approach or a strategy, whichever is relevant to the
        context of the person being supported and the organisation.
        Service philosophy refers to the model or approach to support that is applied within a
        health or wellbeing setting. A service philosophy provides an over-arching set of
        underlying principles, aims and objectives, operational parameters, and reviewable
        outcomes which direct the nature of support and the way in which it is provided.

Outcomes and performance criteria

Outcome 1

Contribute to achieving the intended outcomes for a person in a health or wellbeing setting.

Range   contribution may include but is not limited to – promoting prevention; promoting self-management and resilience by supporting health literacy, promoting self-advocacy; promoting the use of relevant technology; supporting the development of new skills and behaviours.

Performance criteria

1.1   Protocols and processes for achieving the intended outcomes are undertaken in accordance with organisational standards and the person's characteristics and needs.

      Range   protocols and processes include – working alongside the person in a manner that acknowledges their expertise both in themselves and the context in which they live their life; constructive collaboration with others in support of the person including their natural supports, other supports, and support services as required.

Outcome 2

Contribute to identifying opportunities to enhance the likelihood of success in achieving intended outcomes for a person in a health and wellbeing setting.

Range   must include – identifying opportunities related to the potential use of technology.

Performance criteria

2.1   Contribution is in accordance with organisational standards and the needs and characteristics of the person, and/or their family/whānau.

Outcome 3

Contribute to identifying risks and barriers to achieving intended outcomes for a person in a health and wellbeing setting.

Range   must include – identifying risk related to the potential use of technology.

Performance criteria

3.1   Contribution is in accordance with organisational standards and the needs and characteristics of the person, and/or their family/whānau.

Outcome 4

Evaluate own performance when contributing to achieving the intended outcomes, identifying opportunities to enhance the likelihood of success, and identifying risks and barriers, for a person being supported in a health or wellbeing setting.

Performance criteria

4.1   Evaluation of own performance is undertaken and explains how it contributed to achieving to intended outcomes, in relation to organisational standards.

4.2   Evaluation of own performance is undertaken and identifies how it is guided by the knowledge, skills and values reflected in a service philosophy.

4.3   Evaluation of own performance is undertaken and identifies new learning in terms of own strengths, and possible adaptations to own approach.

Planned review date	31 December 2023

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 November 2016	N/A
Revision and Rollover	2	25 November 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024

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 www.toitutewaiora.nz if you wish to suggest changes to the content of this unit standard.