

Title	Support people to meet their health or wellbeing needs, and evaluate selected and applied practices		
Level	5	Credits	30

Purpose	The purpose of this standard is to provide the health or wellbeing sectors with a support workforce that is able to: support people to identify their health or wellbeing needs; select and apply a range of practices to support people to meet identified health or wellbeing needs; and evaluate the practices applied to meet identified health or wellbeing needs during and after support.
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Classification	Health, Disability, and Aged Support > Community Support Services
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Available grade	Achieved
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Guidance Information

1 This unit standard cannot be assessed against in a simulated environment. It is required that people seeking credit for this unit standard demonstrate competence and be assessed in the workplace. This can be through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider.

2 **Definitions**

Health or wellbeing sectors may include but are not limited to: the acute care, aged care, community support, disability, mental health, social services and youth development sectors.

Organisational standards refers 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.

People may include individuals or groups and refers to those accessing services in a health or wellbeing setting and includes the family, whānau and natural supports of the person who is at the centre of support. Other terms used for this person may include client, consumer, customer, patient, individual, resident, service user, tūrora or tangata whai ora.

Practices are the ways in which an organisation or sector generally refers to the skills, approaches, models, and techniques used in a supporting role to help people achieve their health and wellbeing aspirations.

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. Māori organisations may refer to service philosophy as kaupapa and may be informed by tikanga, kawa, whāinga, whakataukī, or other relevant terminology. *Support* should aim to maintain, improve, or restore people's independence and/or interdependence; utilise their existing strengths; and – where possible – utilise the resources of the local community.

Outcomes and performance criteria

Outcome 1

Support people to identify their health or wellbeing needs.

Performance Criteria

- 1.1 People are supported to self-identify their health or wellbeing needs within the context in which they live their lives.
- 1.2 Identified needs are demarcated into those that sit within own role and those that sit outside own role.
- 1.3 Identified needs that sit outside own role are managed in accordance with organisational standards.

Outcome 2

Select and apply a range of practices to support people to meet identified health or wellbeing needs.

Performance Criteria

- 2.1 Practices are selected to match the identified needs and competencies required to undertake the role, in accordance with organisational standards.
- 2.2 Selected practices to support people are applied in accordance with own role, organisational standards.

Outcome 3

Evaluate the practices applied to meet identified health or wellbeing needs during and after support.

Performance Criteria

- 3.1 Practices are evaluated with a peer or supervisor for responsiveness to the support requirements.
- 3.2 Practices are evaluated in terms of their effectiveness in supporting people to meet health or wellbeing needs and their consistency with sector practices.

- 3.3 Practices are evaluated in terms of organisational standards.
- 3.4 Findings of the evaluation are recorded in accordance with organisational standards, and are described in terms of how they could lead to continuous improvement.

Planned review date	31 December 2022
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 May 2017	N/A

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 the Community Support Services ITO Limited info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.