Describe the roles and functions of social service workers

level: 4
credit: 4
planned review date: June 2006
sub-field: Social Services

purpose: This is a theory unit standard for people entering social service work in Aotearoa New Zealand. People credited with this unit standard are able to describe the roles and functions of social service workers.

entry information: Open.

accreditation option: Evaluation of documentation and visit by NZQA and industry.

moderation option: A centrally established and directed national moderation system has been set up by Community Support Services ITO Limited (Careerforce).

special notes: 1 People awarded credit in this unit standard are able to demonstrate knowledge of Te Tiriti o Waitangi for social service purposes, and are able to apply this competence to the context of assessment for this unit standard (for further clarification, please refer to Unit 7926, Explain Te Tiriti o Waitangi for social service purposes).
2 Glossary

*Codes of ethics* that have been published in Aotearoa New Zealand, and are recognised within the social services industry, include but are not limited to the codes of ethics of the: Aotearoa New Zealand Association of Social Workers, Canterbury Youth Workers Collective, New Zealand Association of Counsellors, New Zealand Association of Probation Officers. Other codes of ethics may be notified to accredited providers and registered assessors by Community Support Services ITO Limited (Careerforce) as they are published and become recognised by the industry.

*Social service work* may be paid or unpaid, and includes but is not limited to: community work, counselling, Iwi/Māori social services, Pacific Island social services, social work, youth work, and other social services work provided by individuals or teams where the major resources of the social service provider are the social service workers themselves. Social services take both a service delivery and a developmental approach.

The service delivery approach responds to the day to day needs which arise in the lives of people, while the developmental approach is aimed at enabling community groups and individuals to define their own needs, establish their autonomy and access to resources, and initiate or support developmental change. Social service workers have roles and functions in working with individuals, couples, families, whānau, hapū, iwi, groups, and communities; and with social control and social change.

*Social service workers* include but are not limited to: community workers, counsellors, kaiāwhina, social workers, kaitautoko, Pacific Island social service workers, youth workers, and others who deliver social services, whether paid or unpaid.

*Value base of social service work* includes agency, cultural, professional, and societal values.
PROFESSIONAL DEVELOPMENT OF SOCIAL SERVICE WORKERS
Describe the roles and functions of social service workers

3 The publication referred to in performance criterion 1.5 is: Ministerial Advisory Committee on a Māori Perspective for the Department of Social Welfare. 2001 Reprint. Puao-Te-Ata-Tu (day break) The Report of the Ministerial Advisory Committee on a Māori Perspective for the Department of Social Welfare. Wellington: Department of Social Welfare. It is available from the internet websites for Child, Youth and Family or the Ministry of Social Development. The addresses for the websites are:
Child, Youth and Family: http://www.cyf.govt.nz/ (follow the links to Publications before 2000);
Ministry of Social Development:
http://www.mosp.govt.nz/publications/online.html

Elements and Performance Criteria

element 1
Describe the roles and functions of social service workers.

performance criteria

1.1 The description outlines similarities and differences between the major forms of social service work in Aotearoa New Zealand.

Range: major forms - community work, counselling, iwi/Māori social services, Pacific Island social services, social work, youth work.

1.2 The description outlines the roles and functions of social service workers in Aotearoa New Zealand according to governing documents that mandate social service workers.

Range: governing documents may include but are not limited to - charter, constitution, kaupapa, terms of reference, trust deed, legislation, social policy, professional association handbook. Evidence is required in relation to three governing documents.
PROFESSIONAL DEVELOPMENT OF SOCIAL SERVICE WORKERS
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1.3 The roles and functions of social service workers in Aotearoa New Zealand are described in terms of social service values and one recognised social services code of ethics.

1.4 The roles and functions of social service workers in Aotearoa New Zealand are described in terms of their involvement in social change and social control.

1.5 The impact of social services work in Aotearoa New Zealand is described in accordance with Puao-Te-Ata-Tu (day break) The Report of the Ministerial Advisory Committee on a Māori Perspective for the Department of Social Welfare.

Comments to:

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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]