

Title	Describe the roles and functions of social service workers		
Level	4	Credits	4

Purpose	This is a theory-based 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.
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Classification	Social Services > Professional Development of Social Service Workers
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Available grade	Achieved
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Guidance Information

1 References:

- Ara Taiohi. (2011). *Code of Ethics for Youth Work in Aotearoa New Zealand* (2nd edition). Retrieved July 24, 2020, from <https://arataiohi.org.nz/career/code-of-ethics/history-of-the-code-of-ethics/>;
- Aotearoa New Zealand Association of Social Workers (ANZASW). (2019). *Code of Ethics / Ngā Tikanga Matatika*. Retrieved July 24, 2020, from <https://anzasw.nz/code-of-ethics-2019/>;
- The Māori Perspective Advisory Committee. (2001). *Puao-Te-Ata-Tu (day break) The Report of the Ministerial Advisory Committee on a Māori Perspective for the Department of Social Welfare*. Wellington: Ministry of Social Development. Retrieved from <https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/archive/1988-puaoteatatu.pdf>;
- New Zealand Association of Counsellors. (2016). *Code of Ethics – A framework for ethical practice*. Wellington: New Zealand Association of Counsellors. Retrieved July 24, 2020, from <https://www.nzac.org.nz/ethics/code-of-ethics/>;
- Social Workers Registration Board. (2016). *Code of Conduct*. Wellington: Social Workers Registration Board. Retrieved July 24, 2020, from <https://swrb.govt.nz/public-and-employers/code-of-conduct/>.

2 Definitions:

- *Codes of ethics* that have been published in Aotearoa New Zealand, and are recognised within the sector, include but are not limited to the – Social Workers Registration Board, ANZASW, Ara Taiohi, and New Zealand Association of Counsellors.
- *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.
- 3 People awarded credit in this unit standard must be able to explain the application of Te Tiriti o Waitangi in the social services and apply this competence to the context of assessment for this unit standard.

Outcomes and performance criteria

Outcome 1

Describe the roles and functions of social service workers in Aotearoa New Zealand.

Performance criteria

- 1.1 Similarities and differences between the major forms of social service work in Aotearoa New Zealand are identified and described.
- Range community work, counselling, Iwi/Māori social services, Pacific Island social services, social work, youth work.
- 1.2 Roles and functions are described in terms of the governing documents that mandate social service workers.
- Range may include but are not limited to – charter, constitution, kaupapa, terms of reference, trust deed, legislation, social policy, professional association handbook; evidence is required of three governing documents.
- 1.3 Roles and functions are described in terms of social service values and one recognised social services code of ethics.
- 1.4 Roles and functions are described in terms of their involvement in social change and social control.
- 1.5 The impact of social services work 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*.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	7 November 1996	31 December 2022
Revision	2	10 August 1998	31 December 2022
Revision	3	6 January 2000	31 December 2022
Review	4	26 June 2002	31 December 2022
Review	5	25 February 2021	N/A

Consent and Moderation Requirements (CMR) reference

0024

This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.