

Title	Negotiate service provision with users of social services		
Level	4	Credits	3

Purpose	People credited with this unit standard are able to: assist the service user to identify their presenting concerns, issues, or needs; negotiate service provision with the user of social services; and complete service provider intake procedures.
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Classification	Social Services > Provide Social Services
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Available grade	Achieved
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Guidance information

- 1 Legislation relevant to this unit standard includes but is not limited to:
 - Official Information Act 1982;
 - Privacy Act 2020.
- 2 Definitions:
 - *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.
 - *Service user* refers to people from social service user groups who are involved in negotiating service provision with the person seeking award in this unit standard. They may be referred to by various descriptive terms in the range of social service settings. Service users may be individuals, couples, families or whānau.
 - *Social service worker* refers to the person seeking award of credit in this unit standard. It may include but is 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 The scope and limits of confidentiality are defined through negotiation and informed consent, and criteria established by legislation, ethical practice, and service provider guidelines. Sources of criteria established by legislation, ethical practice, and service provider guidelines include but are not limited to: Official Information Act 1982, Privacy Act 2020, service provider codes of conduct, codes of practice issued by the Privacy Commissioner, social service codes of ethics, and service provider guidelines, protocols, staff manuals, strategic plans, kawa, or tikanga.
- 4 People awarded credit in this unit standard must be able to demonstrate knowledge of Te Tiriti o Waitangi for social service purposes and apply this competence to the context of assessment for this unit standard.

Outcomes and performance criteria

Outcome 1

Assist the service user to identify their presenting concerns, issues, or needs.

Range co-creating and exploring alternatives, providing information, providing services, referral to other services.

Performance criteria

1.1 Interpersonal skills are used that respond to the service user's verbal and non-verbal communications, including body language.

Range any four of – attending, clarifying, encouraging, following, listening, questioning, paraphrasing, reflection of feeling and content, summarising.

1.2 The service user is assisted to identify and describe their presenting concerns, issues, or needs.

1.3 The service user is assisted to identify ways in which they can deal with their presenting concerns, issues, or needs.

Outcome 2

Negotiate service provision with the user of social services.

Performance criteria

2.1 The role, function, and any legal responsibilities of the social service worker or service provider with the service user is clarified.

2.2 Services that could be offered to the service user by the social service worker or service provider are clarified.

2.3 Agreement on the services to be provided is achieved through negotiation.

2.4 Agreement on a plan for service provision is achieved through negotiation.

Range nature of services to be provided, timeframe, costs.

Outcome 3

Complete service provider intake procedures.

Performance criteria

3.1 Intake procedures are completed in accordance with organisational policies and procedures.

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
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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.