

Title	Support a social service user to identify and address their presenting concerns, issues, or needs		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to: establish an environment for responding to a service user presenting concerns, issues, and needs; support a service user to identify their presenting concerns, issues, or needs and plan ways to address them; support a service user to implement their plan to address their presenting concerns, issues, or needs and complete and close the support process with a service user.
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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:
 - *Characteristics and needs of service users* may be physical, spiritual, or mental. Characteristics and needs may include but are not limited to – age and stage of development, culture, disability, gender, health status, language, sexual orientation, and needs for physical comfort, safety, and privacy.
 - *Organisational policies and procedures* are the policies, procedures, and methodologies of 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.
 - *Presenting concerns, issues, and needs* are brought to the attention of the social service worker by the service user on first contact.
 - *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.

- 3 People awarded credit in this unit standard must demonstrate knowledge of Te Tiriti o Waitangi for social service purposes and apply this competence to the context of assessment for this unit standard.

- 4 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.

Outcomes and performance criteria

Outcome 1

Establish an environment for responding to a service user presenting concerns, issues, and needs.

Performance criteria

- 1.1 An environment is established to support the service user's needs according to organisational policies and procedures.
- 1.2 The environment is used to clarify the role, function, and any legal responsibilities of the social service worker and service provider with the service user.
- 1.3 The kawa or protocols for responding to the service user presenting concerns, issues, and needs, are supported by the established environment.

Outcome 2

Support a service user to identify their presenting concerns, issues, or needs and plan ways to address them.

Range support may include but is not limited to – co-creating and exploring alternatives, providing information, providing services, referral to other services.

Performance criteria

- 2.1 Interpersonal skills used to respond to verbal and non-verbal communications including body language, and attend to the service user's characteristics and needs, are demonstrated.
- Range attending, listening, following, clarifying, encouraging, questioning.
- 2.2 The service user is supported to describe and prioritise presenting concerns, issues, or needs.
- 2.3 The service user is supported to identify ways to address presenting concerns, issues, or needs.
- 2.4 The service user is supported to develop a plan to address presenting concerns, issues, or needs.

Outcome 3

Support a service user to implement their plan to address their presenting concerns, issues, or needs.

Range support may include but is not limited to – co-creating and exploring alternatives, providing information, providing services, referral to other services, counselling skills.

Performance criteria

3.1 The service user is supported to implement their plan using interpersonal skills that respond to verbal and non-verbal communications including body language.

Range attending, listening, following, clarifying, encouraging, questioning.

3.2 The service user is supported in ways that encourage self-determination and discourage dependency on the social service worker or service provider.

3.3 The service user is supported in ways that are consistent with their characteristics and needs.

Outcome 4

Complete and close the support process with a service user.

Performance criteria

4.1 The support process is completed in accordance with the service user's plan.

4.2 Relevant issues for future contact with the service user are identified during closure.

Range may include but is not limited to – factors that may lead to resumption of contact; future roles, functions, and services; means of re-establishing contact with the social service worker and service provider; other sources of referral.

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.