

<b>Title</b>	<b>Act as an advocate in social service work</b>		
<b>Level</b>	<b>6</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this unit standard are able to: analyse the concern, issue, or need requiring advocacy in social service work; plan a course of action for advocacy in social service work; implement the course of action for advocacy in social service work; and evaluate and amend the course of action for advocacy in social service work.
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<b>Classification</b>	Social Services > Provide Social Services
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<b>Available grade</b>	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:
  - *All relevant elements of the concern, issue, or need requiring advocacy* may include – the nature and extent of the concern, issue, or need; cultural, economic, political and social factors in the situation; legal issues; agencies, organisations and people holding power or resources; the nature of the relationships between agencies, organisations, and people in the situation; stated positions and motivations of agencies, organisations, and people holding power or resources; nature of support and/or opposition of agencies, organisations, and people in the situation; possible alliances with other interested individuals, families or whānau, hapū, iwi, groups, or communities who support and/or are affected by the concern, issue, or need; potential of the individual, group, or community for self-advocacy.
  - *Community* includes but is not limited to – a community of interest, a community of locality, a cultural community, a kin group. People awarded credit for this unit standard demonstrate competence in one context.
  - *Service users* is used as a generic term to denote people from user groups of the social services, and may include an individual, group, or community. They may be referred to by various descriptive terms in the range of social services settings. People awarded credit for this unit standard demonstrate competence with an individual, and with a group or community.
- 3 People awarded credit in this unit standard must show that their actions are guided and supported by social service practice theories. Evidence is required of social service theories that are derived from authoritative sources. This may include but is

not limited to – body of knowledge related to social service work; cultural theory; practice research.

- 4 People awarded credit in this unit standard must be able to implement Te Tiriti o Waitangi in the social services according to the authority and resources available to them and are able to demonstrate application of this competence to the context of assessment for this unit standard.
- 5 The scope and limits of confidentiality are defined through negotiation, and informed consent of service users, 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 organisational guidelines, protocols, staff manuals, strategic plans, or kaupapa.

## Outcomes and performance criteria

### Outcome 1

Analyse the concern, issue, or need requiring advocacy in social service work.

#### Performance criteria

- 1.1 Elements of the concern, issue, or need that require advocacy are clarified with service users according to analysis of information.
 

Range	information may include but is not limited to – oral accounts, written sources, personal interviews.
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- 1.2 People, agencies, and organisations are identified in terms of their interest in the concern, issue, or need.
 

Range	people, agencies, and organisations may include but are not limited to – individuals, groups, communities seeking advocacy; agencies, organisations, and people holding power or resources in the situation; others who support or are otherwise affected by the concern, issue, or need.
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- 1.3 The desired outcome of advocacy is clarified and confirmed in consultation with service users.

### Outcome 2

Plan a course of action for advocacy in social service work.

#### Performance criteria

- 2.1 Methods are used that acknowledge the nature of the service users and the social service worker's role and function.

2.2 Methods are used that encourage self-determination and discourage dependency by service users on the social service worker or service provider.

2.3 A course of action is planned using parameters established with service users.

Range parameters may include but are not limited to – culture, values, and experience of service users and of the people with whom they form alliances; desired outcome of advocacy; gives voice to the service users; potential for effectiveness in achieving the desired outcome; the nature of the relationships between agencies, organisations, and people in the situation; stated positions and motivations of agencies, organisations, and people holding power or resources; nature of support and/or opposition of agencies, organisations, and people in the situation.

2.4 Essential aspects for the course of action are included in the plan.

Range essential aspects for advocacy may include but are not limited to – safety of the people involved in the advocacy plan; desired outcome; identified spokespeople; identification of resources that are available to help achieve the desired outcome; time frame; responsibilities and accountabilities of people who will be involved in implementing the plan; contingencies; procedures to be followed in relation to contingencies; methods for evaluating progress towards achieving the desired outcome.

2.5 Strategies are identified and adopted to achieve the desired outcome.

Range strategies may include but are not limited to – individual advocacy, self-advocacy, lobbying, negotiation, private and public meetings, public demonstrations, letters, petitions, submissions, use of news media, public events, presentations; evidence is required of two strategies, one of which is submissions.

### Outcome 3

Implement the course of action for advocacy in social service work.

#### Performance criteria

3.1 The course of action is implemented using alliances in accordance with the plan.

3.2 The course of action is implemented to support spokespeople and allied spokespeople according to their parts in the plan.

3.3 The course of action is implemented in accordance with the social service worker's part in the plan.

3.4 Submissions are prepared in accordance with relevant criteria.

Range relevant criteria may include but are not limited to – submissions incorporate analysis, evidence, and arguments relevant to the concern, issue, or need; submissions are prepared in liaison with other interested or affected parties.

3.5 Submissions are presented in accordance with the requirements prescribed by the forum in which they are presented.

Range prescribed requirements may include but are not limited to – orally or in writing; prescribed format; minimum number of copies; due date; confidentiality or non-publication requirements.

#### Outcome 4

Evaluate and amend the course of action for advocacy in social service work.

#### Performance criteria

4.1 The course of action is evaluated in consultation with service users.

4.2 The course of action is evaluated using methods that measure actual outcomes against the desired outcomes.

4.3 Where necessary, amendments to the course of action are made in accordance with evaluation outcomes and in collaboration with service users.

<b>Planned review date</b>	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

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.