

Title	Work collaboratively in a health or wellbeing setting		
Level	4	Credits	10

Purpose	<p>This unit standard is targeted at people with significant experience providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to: work collaboratively in a multi-disciplinary team and with a person and their family and whānau; apply strategies to manage conflict; and adapt own behaviour and communication styles while working collaboratively in a health or wellbeing setting.</p>
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance information

- 1 Legislation and Code relevant to this unit standard include but are not limited to:
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
 - Health and Disability Services (Safety) Act 2001;
 - Health and Safety at Work Act 2015;
 - Health Practitioners Competence Assurance Act 2003;
 - Human Rights Act 1993;
 - Privacy Act 1993.
 - all available at <http://www.legislation.govt.nz/>
- 2 New Zealand Standards relevant to this unit standard include:
 - NZS 8134.0:2008 *Health and disability services (general) Standard*;
 - NZS 8134.1:2008 *Health and disability services (core) Standards*;
 - NZS 8134.3:2008 *Health and disability services (infection prevention and control) Standards*;
 - NZS 8158:2012 *Home and Community Support Sector Standard*, available at <https://www.standards.co.nz/>
- 3 Definitions:
 - *Culture*: defined by UNESCO as 'the set of distinctive spiritual, material, intellectual and emotional features of society or a social group, that encompasses, not only art and literature, but lifestyles, ways of living together, value systems, traditions and beliefs'.
 - *Health or wellbeing setting* includes but is not limited to: the aged care, acute care, community support, disability, mental health, social services, and youth development sectors.

- *Health professional* refers to a person who is registered with an authority (which is appointed by or under the Health Practitioners Competence Assurance Act 2003) as a practitioner of a particular health profession to deliver health services in accordance with a defined scope of practice.
 - *Organisational policies and procedures*: 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.
 - *Person*: a person accessing services. Other terms used for the person may include a person, consumer, customer, patient, individual, resident, service user, turoro, or tangata whai ora.
 - *Multi-disciplinary team* refers to a team of three or more individuals with different roles and/or professions working collaboratively to achieve the same goal.
- 4 Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori and Pacific peoples and/or people from other cultures, in a range of settings and environments.

Outcomes and performance criteria

Outcome 1

Work collaboratively in a multi-disciplinary team in a health or wellbeing setting.

Performance criteria

- 1.1 The structure of a multi-disciplinary team is described in terms of roles and responsibilities within the team and how each role contributes to the common goal of the team.
- Range team members may include but are not limited to: support worker, senior support worker, peer-mentor, registered nurse, other team members, health professional, person accessing services, family/whānau; evidence is required for the roles and responsibilities of one multi-disciplinary team.
- 1.2 Own role and responsibilities within the multi-disciplinary team are described in accordance with organisational policies and procedures.
- 1.3 The benefits and potential barriers of working in a multi-disciplinary team are described in terms of achieving team objectives.
- Range evidence is required for two benefits and two potential barriers.
- 1.4 Strategies to establish and maintain positive relationships within a multi-disciplinary team are applied in accordance with organisational policies and procedures.

Outcome 2

Work collaboratively with a person and their family/whānau in a health or wellbeing setting.

Performance criteria

2.1 Family and whānau is described in terms of a range of structures and the role of each member.

Range family and whānau structures may include but are not limited to: nuclear, extended, adoptive, blended, gay or lesbian, single parent, family and whānau of origin, cultural kinship structures; evidence is required for three structures.

2.2 The benefits and potential barriers of working with a person and their family/whānau in a health or wellbeing setting are described.

Range evidence is required for two benefits and two potential barriers.

2.3 Essential features of a person's circumstances are identified and described in terms of their impact on a person's support needs.

Range may include but is not limited to: family and whānau support, physical condition/s, medical history, significant cultural values; evidence is required of two.

2.4 Work collaboratively with a person and their family/whānau to meet their support needs in accordance with organisational policies and procedures.

Range may include but is not limited to: access to information, cultural considerations, advocacy; evidence is required for four support needs.

2.5 Strategies to establish and maintain positive relationships with a person and their family and whānau are applied within the boundaries of own role and in accordance with organisational policies and procedures.

Outcome 3

Apply strategies to manage conflict while working collaboratively in a health or wellbeing setting.

Range a person and their family and whānau, multi-disciplinary team members.

Performance criteria

3.1 Issues that may lead to conflict are explained in terms of the potential situations and strategies to manage the conflict.

Range may include but is not limited to: communication breakdown; differences of opinion, personal animosity, expression of sexism or racism, inappropriate modulation and use of language, non-compliance with organisational policies and procedures; evidence is required of four potential situations and strategies.

3.2 Strategies to manage conflict are implemented within the boundaries of own role and in accordance with organisational policies and procedures.

Range may include but is not limited to: advocacy, consultation, negotiation, mediation, facilitation; evidence is required for two strategies.

3.3 Strategies are evaluated and reviewed in terms of any positive and negative outcomes from their implementation.

Outcome 4

Adapt own behaviour and communication styles while working collaboratively in a health or wellbeing setting.

Performance criteria

4.1 Own behaviour and communication style of multi-disciplinary team members and a person and their family and whānau is evaluated in terms of maintaining positive relationships.

Range self-reflection, team feedback.

4.2 Own behaviour and communication styles when collaborating with team members is evaluated and adapted in terms of maintaining positive multi-disciplinary team relationships.

Range evidence is required of two adaptations based on self-reflection and/or team feedback.

- 4.3 Own behaviour and communication style when collaborating with a person and their family and whānau is evaluated and adapted in terms of building trust and rapport with a person and their family and whānau.

Range evidence is required of two adaptations based on self-reflection and/or team feedback.

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	18 June 2015	31 December 2022
Review	2	MM 2020	

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.