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### Job Description for

**Community Support Worker**

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| Location: Auckland Area based in Glenfield, North Shore City | Date: November 2013 |
| Reports to: Team Leaders  | Direct Reports: N/A |
| Functional Relationships Internal: * Service Manager
* All Staff
* Service user’s whanau/ family & significant others
 | Functional Relationships External:* Service Users
* Local Coordinating Service in WDHB
* NGOs
* Community networks
* Service User’s whanau/family & significant others
* Clinical Teams In the WDHB and ADHB
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| Primary Objective(s):The role of the Support Worker is to support service users to achieve the optimal level of wellness, functioning and quality of life. This will be achieved by appropriate use of assessment, practical support skills, advocacy and co-ordination. High quality service will be provided in line with our vision: in partnership towards healthy communities and our mission: People living satisfying lives of their choice. |
| Key Result Areas | Key Tasks | KPIs |
| Direct client work (within scope of practice) | Delivers Community Support effectively to an identified caseload. This service assists the person in determining their goals and aspirations, skill development and support needs. This information is used to ensure that services are individualised, service-user centred and achieve optimal wellbeing, functioning and quality of life.Support will include listening, guided reflection, problem solving, advice and guidance, encouragement, motivation, skills building, personal development with, doing tasks with, and resourcing.Advocacy will include supporting service users to build skills in self-advocacy, providing advocacy with or for service-users when required and supporting service users to access advocacy services.Co-ordination will include facilitating communication and feedback between the person, family/ whanau, the community, the services and resources that they wish to access and use.Supports service users to manage household duties,personal cares and accessing community activities, health, education, pre-vocational, and welfare services as required.Completes Service User Pathway documentation diligently and within timeframes specified in Client Pathway Policy and Procedures including* Support Needs Assessment
* Support Planning
* Early Warning signs / WRAP
* Risk Assessment
* In-depth reviews
* Service user profiles.

Short/ long term goals are identified in partnership, these will be achievable and measureable within a six month period.This is a mobile service. Visits will be arranged by mutual agreement between the Service User and support worker with some flexibility to allow for unexpected needs. | **100% of client pathway documentation (or agreed alternative) will be up to date, comprehensive and promote recovery**  |
| Provide information to service users to comply with Health and Disability Standards | Privacy & Consent forms, Have your say, Health & disability (Code of rights), information about advocates are provided to service users | **100% of service users records include signed evidence that this information has been provided.**  |
| Service users are supported to access services and natural supports within the community where appropriate | Works with service user to identify ways in which they might like or need to access community services, resources and networks. Assists service user to access the appropriate community services, resources and networks.Identifes barriers to accessing community development and addressing these through support plans.Accesses Community Development co-ordinators for support where required | **50% of service users on the caseload have been supported to develop and access services and /or build natural supports**  |
| Service user participation | Ensures that service users and their family / whanau are facilitated to feedback about the services that they recieveGives information, opportunity and encouragement to participate in all areas of service delivery and development.  | **Service user forum****Audits****Business Planning** |
| FamilyWhanau inclusion | Where the service user agrees, family/whanau are given information, opportunity and encouragement to participate in planning and reviewing service delivery to their loved oneFamily/whanau are given information, opportunity and encouragement to participate in service and organisational development and delivery. | **100% of family/whanau receive information about the Family Forum and Family support groups** |
| Cultural Responsiveness | Delivers services that are responsive to the needs, values, and beliefs of the cultural, religious, social, and/or ethnic group with which each service user identifies | **Service Audit demonstrates that Service users are receiving culturally sensitive services** |
| Maintaining strong links with relevant networks | Builds relationships with stakeholders including CMHC, GP, Acute services, and other MH providers/ services eg Shared Vision, Raeburn house.Provides organisational and service information to forums in the knowledge that this leads to intangible benefits including better relationships and service to potential service users. | **Feedback from external services and networks indicates strong professional relationships** |
| Demonstrate safety wellbeing and success of Ember | Demonstrates familiarity with policies and procedures manual and Safe practice guidelinesContributes to staff meetings and participates in training (where unable takes responsibility for updating self)Participates in the development and planning of Ember services (business plans) | **Attend staff meetings and POD meetings.****All practice is informed by the guidelines prescribed in Ember P & P manual.****Each member of staff contributes to and assumes responsibility of an effective working team.** |
| Participates in training and supervision | Attends Core trainingAttends fortnightly supervision and monthly external supervisionIdentifies and plans training needs during personal development review and supervision  | Attendance at team meetings and full staff meetingsCompletes Personal Development plans annually. |
| Participates actively in Ember | Participates positively in organisational activitiesOther duties as delegated from time to time. |  |