

**Job Description**

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| **Position:** Senior Support Worker (SSW) Intensive Support Services (ISS)**Date prepared:** May 2014**Reviewed:** June 2019 | **Prepared By**: General Manager Community & Specialist ServicesAT HR Advisor |

**Purpose of the position:**

To incorporate the Intensive Support Service (ISS), service delivery model, using best practice, systems and processes for the purpose of assisting service user’s growth and development. To co-ordinate and provide coaching, monitoring and service development for the team. To ensure the safety, quality and cost effectiveness of “Life skills and Day Services” delivered, in accordance with Ember Policy and Procedures, Intensive Support Service Specific Policy and Procedures, and the specific Risk Management and Service Plan of the service user.

To provide one-on-one and/or group support/training that assists an individual consumer with High and Complex needs i.e. intellectual disability with forensic background and or mental illness to develop interpersonal and pre-vocational skills from a rehabilitative perspective.

To provide behavior support and interventions while assisting consumers to meet their goals set out in their Care and Rehabilitation Plan (CARP). To encourage and promote consumer independence, cultural, social, and economic environment to meet their individual aspirations.

Planning and co-ordination of a varied and responsive menu of programmes and supports that meet the needs of service users, as identified through individual needs assessments within a FSL of risk management. This will include best practice in effective needs assessment, innovative and consumer focused service co-ordination and timely provision of support services.

Provide thorough reporting of accidents and incidents as well as accurate reporting of the consumer’s term reports. Exceptional computer skills are essential.

Some responsibilities in this Job Description will be shared with a second on site senior.

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| **Reports to:** | Team Leader |
| **Functional relationships:** | * GM Community and Specialist Services
* Support Workers
* Identified consumers
* Family/whanau
* FSL staff
* Internal stakeholders
* Health & Disability Agencies
* Identified clinicians

Senior managementPotential employersResidential providers & staffOther external stakeholders |
| **Authorities** | Financial – To work within delegated authority for budgets,  |

**I have read and understood this version of my job description**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Key Result Area** | **Performance Standard** | **Performance Measure** |
| Internal supervision coaching, monitoring and performance support. Professional development of Employee.Team Approach. | Identify strengths and weaknesses in practice and service delivery. In-service training of Employee.Build an effective and strong team.A stable skilled and professional employing component that is functioning optimally. | Use employees to their strengths and develop areas of weakness.Mentor new and existing employees to strengthen their roles.Providing employees with information and training regarding support and behaviour issues.Identify external needs and arrange appropriate training in consultation with Team Leader.Effective liaison and communication with team members.Contribute to team building exercises. |
| Service Development. | Optimal functioning of support workers.Service delivery according to strategic and business plans of FSL.Ongoing service development and innovation, according to policy/procedures and best practice principles. | Continuous and on-going dialogue between the sectors, services, Employee, consumers and family.Seeks appropriate feedback from employees and service users on developments.Assist Team Leader in workforce planning. |
| Liaison. | Liaison with other mental health, disability service providers.Networking with the community, employment services and employers.Effective interface with clinical services and other providers. | A well established referral network.A well established community network for placements of consumers in the community. |
| Consistency of service delivery. | Consistent implementation of the FSL Service model.‘Best practice’ processes and procedures adopted throughout the service sectors. | ‘Best Practice’ agreed to and implemented consistently across the service – including design and delivery of individual programmes. Training developed in line with practices.Implementation of quality monitoring processes. |
| Health and Safety | Monitor Health and Safety relevant to the needs of Service and which comply with the Health and Safety at Work Act 2015 (HSWA) and its amendments.Ensure your own health and safety and also the health and safety of other colleagues and/or visitors to our premises | Ensure your own health and safety and also the health and safety of other colleagues and/or visitors to our premisesPotential risks are identified and appropriate action is taken.  |

**SPECIFIC AREA OF SERVICE DELIVERY**

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| **Employee Management.** | Apply the Performance Management System.Team building and role development.Employee coaching and training in identified areas of need. | Employee mix and skills aligned to consumer needs and service plans.Regular employee supervision – direct or delegated.Training and development needs identified and actioned. |
| **Quality Programme Delivery.****Health and Safety****Policy Development** | All programmes delivered as planned.Quality monitoring and evaluation of service standards and efficiency. Cultural safety ensured through the delivery of culturally relevant and appropriate programmes.The needs of consumers are identified and addressed in up-to-date service action plans.Programmes operate within all Health and Safety requirements.Development of site-specific policies in collaboration with the Team Leader. Implementation of site specific policies. | Programme operations are in accordance with strategic direction, business plans and Trust policy.Cultural training and education programmes attended by all employees.Regular liaison with service users.No breaches of ISS and FSL Policies.Comply with the National Health and Safety Requirements.Policies developed and implemented in co-operation with the Team Leader. |
| **Administrative Duties** | Effective administrative systems to support Employee.Effective control of resources allocated to the ISS team.Rostering employee support to service users in consultation with other Senior Support Workers/Co-ordinators. Working in close co-operation with the Team Leader. | Weekly Report to the Team Leader.Attending of joint clinical meeting with residential services.Employee and base files are up to date.Weekly and daily rosters.Policy and procedures required for standardization in place. |

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| **FSL Core Competency** | **Definition** | **Level** |
| **Leadership** | Develops and verbalises to others a short term future vision. Promotes a positive and hopeful outlook for the future. Talks about the opportunities and what can be achieved. | **4** |
| **People Management** | Communicates and clarifies the policies and procedures established in the organisation. Coaches others who need assistance. When appropriate provides feedback and corrective action when behaviour and performance is not satisfactory. | **4** |
| **Teamwork** | Works with and communicates co-operatively and effectively with other team members. Shows support and respect for other members in the team. Invites and involves others in team discussions. Actively participates in team discussions. Puts team goals ahead of personal agendas. | **4** |
| **Relationship Building** | Modifies communication (style, content, medium) to the needs of people. Builds co-operative relationships and freely shares information with others. Balances telling and asking. Asks questions to analyse needs. Builds on the ideas of others. Has a network across the services within FSL. | **4** |
| **Recovery** | Has knowledge of the principles, process and environments that support recovery. Knowledge of service user’s rights within mental health services. Supports differing cultural expectationsHas understanding of different methods of service user participation and incorporates family/whanau. Promotes and fulfils service user’s rights and have knowledge of treatments, therapies and contemporary practices.  | **4** |
| **Planning & Organising** | Sets and prioritises clear SMART objectives. Sets up detailed action plans and follows through to meet objectives in a timely manner. | **4** |
| **Getting the Work Done** | Exhibits a positive “Let’s do it now” attitude. Measures performance against established goals and targets. Personally demonstrates high levels of achievement. Remains clear about objectives when under pressure. | **4** |

***The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as a list of all responsibilities, duties and skills required of the position and the incumbent.***

**KEY COMPETENCIES/SKILLS**

**Skills:**

* **Working with disabled people**
* **Working with Maori**
* **Working with Families and Whanau**
* **Working within Communities**
* **Challenging Stigma and Discrimination**
* **Upholding Law, Policy and Practice**
* **Maintaining Professional and Personal Development**

# Personal Attributes:

* **Compassionate & Caring:** sensitive and empathetic
* **Genuine:** warm, friendly, fun, have aroha and a sense of humour
* **Non-judgmental:** non-discriminatory, welcomes diversity
* **Open-minded:** culturally aware, self-aware, innovative, creative and positive

risk takers

* **Optimistic:** positive, encouraging and enthusiastic
* **Patient:** tolerant and flexible
* **Professional:** accountable, reliable and responsible
* **Resilient**
* **Supportive:** validating, empowering and accepting
* **Understanding**

## **Role-models and upholds key FSL Values:**

* **Demonstrating Integrity**
* **Valuing Diversity**
* **Working Collaboratively**
* **Striving for Excellence**
* **Communicating Effectively**
* **Financial Sustainability**
* **Environmental Responsibility**
* **Embracing Aroha**

***Questions relating to the job description should be directed to:***

Human Resources Advisor, PO Box 22 424, Otahuhu, 1640, Auckland

Phone: (09) 523 2790, Fax: (09) 523 2149 or E-mail: lee.barton@ember.org.nz

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| cid:image001.jpg@01D52698.B3787C80 | **HR-16 – Hazard Register and Management Controls** |

All work roles have inherent hazards associated with them. The roles that you will be involved in at Framework Services Limited (FSL) are no exception. As an employer, FSL is required by law to manage such hazards.

Possible hazards associated with your role are listed in this document, together with measures which have been designed to ensure your Health, Safety and Wellbeing (OHS)

The listed “management control” measures include various equipment, processes, policies and/or approved procedures.

All employees are expected and required to follow the established controls.

In addition to the above, all work areas have processes in place to identify hazards specific to that area. Your site OHS representative/s are trained and will be able to assist you with any OHS issue.

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| **Role/Task/Position** | **Hazard** | **Possible Outcome** | **Controls in place to Manage** |
| VDU users(all employees) | Overuse and/orergonomics | Strain Injury | **Minimize by:*** Workstation assessment, equipment and setup
* VDU Training
* Manually varying tasks
* Taking regular breaks away from computer or task
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| Manual handling/lifting | Excess weight | Strain | **Minimize by:*** Back Care training
* Utilizing appropriate services
* Use of trolleys
* Ask others for help/assistance
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| Working with public and consumers | Unwell/stressed consumers and families | Verbal Abuse, Violence/aggressionStress | **Minimize by:*** Attend appropriate training
* Utilize team based processes
* Supervision
* Debriefs
* Be familiar with procedures for dealing with violence (security, police)
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| Working with public and consumers(all support worker) | Unwell (infectious people) | Infectious Disease | **Minimize by:*** Infection control training appropriate to area – local procedures
* Utilizing Personal Protective Equipment (PPE)
* Paid sick leave and Return to Work programme
* Vaccination programmes
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| **Role/Task/Position** | **Hazard** | **Possible Outcome** | **Controls in place to Manage** |
| Working with public in the community  | Isolation/lack of support | Poor outcomes, stress, potential injury | **Minimize by:*** Safety in the Community Policy – alert to danger cards
* Local procedures (e.g. cell phones, access to consultation)
* Team based reviews, risk management plans
* Employee Assistance Programme (Stratos counselling/support)
* Regular supervision with Manager
 |
| Driving for work – company vehicles(All Employees)  | Usual traffic hazards | Breakdown/injury | **Minimize by:*** Current driver’s license/NZTA Driver Check
* Vehicle maintenance/e-learning training
* Plan journeys and allow time for travel

⦁ Driver responsibility⦁ Insurance/roadside rescue |
| All Employees | Slips and falls | Potential Injury | **Eliminate / or minimize by:*** All employees are required to clean up a spill or remove an unsafe obstacle
* Report hazard to Manager or OHS Rep
* Use of provided ‘Spill Kit’.
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| **Role/Task/Position** | **Hazard** | **Possible Outcome** | **Controls in place to Manage** |
| All Employees | Long hoursLack of training/supportBullyingHarassment  | Stress | **Minimize by:*** Report hazards, alert direct Manager, attend regular supervision
* Regular meetings and appropriate training
* Employee Assistance Programme (Stratos counselling/support)
* Utilising own GP
* Harassment Policy/Officers
* Having regular leave for rest and relaxation.
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| All Employees | Machinery/electrical appliances | Potential InjuryLack of service | **Minimize by:*** Regular maintenance / checklist
* Utilizing appropriate support services
* Report hazard to Manager or OHS Rep
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| All Employees | Chemicals (very limited) | Exposure/Injury | **Minimize and/or Eliminate by:*** Clearly labelled and correctly stored
* Accompanying Safety Data Sheet (S.D.S) / manufacturers instructions
* Training
* Purchase and use of non-toxic cleaning materials
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| UV Exposure (All involved in outdoor activities) | SunburnSun Stroke | Skin damageSkin cancer | **Eliminate by:*** Use of Sunscreen, hats & suitable clothing
* Shaded areas / Sun Protection Policy
* Training, information and guidance
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| **Area or Role Specific** |  |  |  |