

### Job Description

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| **Position:** Support Worker Community Support Services ADHB  **Date prepared:** March 2014**Date reviewed: June 2020** | **Prepared by:** CvdB General Manager OperationsRC Team Manager Community Support Services CentralLB HR Advisor |

**Purpose of position:** To provide recovery orientated support and role modelling to the ADHB population experiencing poor mental health. We use the Strengths model to support people to live and engage in the community of their choice as independently as possible.

The principle for funding support hours is to ensure flexible people orientated support and therefore when required support will be available **24 hours per day 7 days per week**. It is expected that the majority of visits and community participation will be delivered between **8am-8pm** with flexibility where needed.

Our focus is to provide guidance and support at the level necessary for the individual to have a safe and satisfying life. We are socially inclusive and therefore facilitate engagement in community and whanau activities that the individual identifies as meaningful to them and where appropriate consistent with a Tikanga/Kaupapa Maori approach.

Services and supports are tailored to the individual and their whanau’s needs and responsive to the individual’s changing aspirations, capacity/capability, goals and mental health challenges over time.

Effective communication is vital for this role as you will be working alongside clinical teams and other community agencies to ensure a wrap around service to the people we support.

Building the community’s capacity to support people in recovery is also an important part of the position.

Our focus is to ensure high quality of service delivery in accordance with Ember policies and procedures whilst fulfilling all contractual obligations with the Ministry of Health in agreement with the Health and Disability Services Standards.

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

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

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

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| **Reports to:** | Team Manager, Community Support Services ADHB Senior Support Worker |
| **Functional relationships:** | * Support hours team members
* Family / Whanau, if appropriate
* Other Ember employees
* Clinical Teams
* Local Service Coordinators
* Community Agencies
* Probation Services, if appropriate
* Mental Health Service Providers
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| **Authorities** | Financial – to work within delegated budgets |

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| **Key Result Area** | **Performance Standard** | **Performance Measure** |
| Compliance with Mental Health Standards  | Achievement of standards under the Service Continuum as applicable to the Support Hours Service | * Participate in all relevant organisational and service specific induction and training.
* Compliance identified in regular supervision sessions and annual performance reviews.
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| Facilitate consumer integration into the community | The support worker supports the consumer towards growth and development in the fulfillment of individual goals and objectives identified by the consumer.The support worker assists and encourages the consumer to establish community supports external of Ember.The support worker ensures the client has support and advocacy with social issues, working alongside WINZ and other financial institutions.The support worker establishes relationships and liaises with clinical services and other professionals involved in the consumer’s care. | * Every consumer has a completed Support Needs Assessment and Plan (SNAP) which is regularly reviewed to ensure implementation and progress. (Needs Assessment Standards are set by the DHB).
* Community supports are identified and utilised.
* Consumer acknowledgement of increased self reliance and confidence in the handling of their financial situation.
* Consumer receives continuity of treatment throughout their recovery process.
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| Support consumer’s recovery and care using the full range of assessment and development tools | Support Hours Service’s Assessment process ensures that the consumer’s journey to independence is on-going and attempts to identify, develop and meet the consumer’s strengths, needs and aspirations.Tools to be used are:* Referral information
* Support Needs Assessment and Plan (SNAP)
* Risk Assessment
* Review document
* Any other relevant information

provided by service coordinators. | Every consumer has the appropriate completed assessment tools and personal recovery plans.SNAP’s are regularly reviewed.Consumer’s progress is recorded during clinical reviews.Ongoing family/whanau involvement and support through consumer’s recovery.**This is clearly defined and evaluated through:**Supervision of support worker.file audits. |
| Ensuring adequate clinical support for consumer | Clinical involvement is supported from the point of referral for the consumer and is an ongoing professional relationship.Support workers are responsible to arrange 3 and or 6 monthly review meeting with key workers and Service coordinatorsThe clinical team is an integral part of the review meetings, and regular individualised meetings with consumer.Support sorker has a sound knowledge of mental health definitions, symptoms, early warning signs and medication issues including side effects. | Regular meetings and interactions with clinical service and/or identified clinicians as required.Support worker to receive training in mental health issues and medications.Medication Policy and Procedures to be followed at all times. |
| Training, teaching and promotion | Provide appropriate life and vocational training programmes that reflect individual goal setting and recovery plans.To provide information when appropriate to team members and community service providers on mental health issues. | Liaison with team member/s responsible for overseeing programme development.Meet outcome targets.Resource information is freely available at the centre. |
| On-going improvement in the consumer’s relationships with people in his/her direct environment | Consumers are given the option of having family/whanau involved in their care.The responsiveness of the support worker to the needs of the consumer and their families is enhanced through the involvement of consumer’s families in the planning, implementation and evaluation of services, where identified as appropriate.The support worker supports the establishment and maintenance of positive relationships in the community. | Follow policies and procedures for family/whanau participation that encourages the appropriate involvement in the service of consumer’s families/whanau.The support worker undertakes activities to encourage families to provide feedback and contribute to the collective views.Levels of family/whanau involvement are established by the consumer at the time Consumer has the right to change the amount of family/whanau participation in their care at any time. |
| Facilitate a healthy and comfortable living environment for clients | The support worker is able to act as a role model and lead by example in activities of daily living.Support worker will assist consumers with;* Daily chores and maintaining cleanliness standards
* Menu planning, shopping and advising on healthy eating
* Preparation & Cooking of meals
* Personal hygiene issues
* Appropriate dress
* Physical health
* Other personal goals which has been identified and agreed

Coaching, assisting and working along side consumers to ensure pride is taken in their home and environment.Health and Safety policy and procedures adhered to ensuring a safe environment for both consumers and employees. | Participate in compulsory in-service training.Assist may be defined as active participationIn service induction training signed off by Team Manager.Consumer’s motivation and willingness to participate in household duties and the level to which these are carried out.General standard and maintenance of consumer’s physical health.Attendance at Ember Health and Safety meetings if required. |
| Documentation | Employees follow guidelines for managing consumer records that include:* Using only symbols and abbreviations that are organisationally recognised within Ember.
* Entering all information required into the Lifedata computer system. Maintaining a standardised format so that information can be easily found.
* Ensuring all information and records are completed in a timely manner.
* Receiving and authenticating verbal orders, as applicable
* An ‘alert’ notation for conditions such as allergic responses, adverse drug reactions and infection risks is prominently displayed in the record.
 | All documentation completed as per organisational and National Mental Health Standards.Documentation monitored in regular supervision meetings with the Team LeaderAll files audited on a regular basis by Team Manager or Senior Support Workers |
| Organisational Expectations | Complete service induction training.Actively participates in regular one on one supervision sessions.Actively participates in 6 monthly and annual Performance Reviews. Observes and role models Ember values, philosophy and beliefs.Understands and follow the policy and procedures of both Ember and service specific policy.Participate actively and constructively in team meetings and service development.Undertakes ongoing personal and professional development and trainingOperates within the parameters of the Treaty of Waitangi and cultural safety and ensuring the delivery of a culturally safe service. | Sign off induction training documentation within 3 weeks of employment commencement.Regular attendance at internal supervision.Completion of 6 monthly and annual Performance Reviews and Development Plan.Can name the values of Ember and discuss what they mean for modeling behavior and motivating consumers.Demonstrated by adherence to policy.Attends and contribute to team meetings and other like meetings.Evidence of written, completed and implemented personalised Development Plan To provide appropriate services to meet the needs of Maori consumers and their whanau. |
| 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.  |

***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 people and Whanau with mental health and addiction needs**
* **Working with Maori**
* **Working with Families/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 Ember Values:**

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

***It should be noted that the Ember values will be changed with effect from 1st July 2020 and this job description updated.***

***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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| ember logo | **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 Ember Services Limited are no exception. As an employer, Ember 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 (H&S)

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 H&S representative/s are trained and will be able to assist you with any H&S issue.

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| Document No: HR16 | Date implemented: Nov 2009 | Approved by: Best Practice Leader |
| Review Date: May 2018 | Version No: 5 | Page 1 of 4 |

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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 clients | Unwell/stressed service users 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)
 |
| Working with public and clients(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 H&S 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 H&S 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** |  |  |  |