

**JOB DESCRIPTION**

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| **Position: Support Worker, Community**  **Date prepared: November 2013**  **Date reviewed:** **June 2022** | **Prepared by:** **GM, HR** |

**PRIMARY OBJECTIVES:**

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.

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| **Reports to:** | Team Manager | |
| **Key Relationships:** | **Internal** | **External** |
| * Manager * Other Staff | * Service users * Service users’ whanau/family and/or significant others. * Local Coordinating Service in WDHB * NGO’s * Community networks * Community Mental Health Centres |

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| **Key Result Areas** | **Key Tasks** | **KPI** |
| **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 measurable 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 is 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.  Identifies 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 |

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| **Service user participation** | Ensures that service users and their family / whanau are facilitated to feedback about the services that they receive  Gives information, opportunity, and encouragement to participate in all areas of service delivery and development. | Service user forumAudits Business Planning |
| **Family/Whanau 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 one  Family/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 e.g., 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 guidelines  Contributes 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 training  Attends and participate in supervision  Identifies and plans training needs during personal development review and supervision | Attendance at team meetings and full staff meetings  Completes Personal Development plans annually. |

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| **Participates actively in Ember** | Participates positively in organisational activities  Other duties as delegated from time to time. |  |

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

**KEY COMPETENCIES/SKILLS**

**Skills:**

* Working with people and Whanau with mental health and addiction needs
* Working with Māori
* Working with Families/Whanau
* Working within Communities
* Challenging Stigma and Discrimination
* Upholding Law, Policy and Practice
* Maintaining Professional and Personal Development

**Personal Attribute:**

* Lived experience of recovery from mental health issues and/or addictions
* **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:**

* **Whakapono –** *We demonstrate belief and passion in everything we do.**The love we demonstrate for our work and our faith in its outcomes drives us to be the best we can be.*
* **Tino rangatiratanga –** *We put people first. We believe that all people have the right to self-determination. We create opportunities that allow people to achieve their potential and restore their tapu and mana.*
* **Kotahitanga –** *We work as a team, and we work in teams. We always strive to create partnerships and to maintain togetherness in all our endeavours.*
* **Kia Pono, Kia Tika –** *We recognise that our work is not easy. We combine professional and lived experience to stay grounded. We keep it real; we keep it honest, and we always behave with integrity.*

**I have read and understood my job description including the attached Appendix A: Hazard/Risk Register and Controls:**

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

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

**APPENDIX A**

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|  | **hazard/risk register and controls** |

All work roles have inherent hazards associated with them. The roles that you will be involved in at Ember are no exception. As your employer, Ember is required by law to manage such hazards and the associated risks.

Possible hazards associated with your role are detailed in this document, together with measures that have been designed to ensure your Health, Safety and Wellbeing (H&S)

The listed ‘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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| **Risk / Hazard Identification** | | | **Risk** | **Risk Control** | |
| **Role/Task/Position** | **Hazard / Potential Risk** | **Risk/hazard may present itself:** | **Level of Risk** | **Risk controls in order of preference** | **Residual Risk** |
| VDU users  (all employees) | Strain / Injury | Overuse and/or  ergonomics | **Low** | **Minimize by:**  Workstation assessment, equipment and setup  VDU Training  Manually varying tasks  Taking regular breaks away from computer or task  Annual review of workstation setup. | **Very Low** |
| Manual handling/lifting | Strain | Excess weight | **Low** | **Minimize by:**  Back Care training  Utilizing appropriate services  Use of trolleys  Ask others for help/assistance | **Very Low** |
| Working with public and clients | Stress | Verbal Abuse, Violence/aggression | **Medium to High** | **Minimize by:**  Attend appropriate training  Utilize team-based processes  Supervision  Debriefs  Be familiar with procedures for dealing with violence (security, police) | **Medium** |
| Working with public and clients  (all support workers) | Infectious Disease  Pandemics | Unwell (infectious people) | **High** | **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  Lockdown protocols  Self- Isolation  Contact tracing  Maintaining personal hygiene  Regular hand washing  Social distancing  Ember / Government / Ministry Pandemic plan and guidelines | **High** |

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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 (Benestar counselling/support)  Regular supervision with Manager  GPS tracking  Personal alarms  Diary Management  In & Out boards on site  Phone in to Team Manager at the end of the day  On-call management outside of normal 9-5 working hours |
| Driving for work – company vehicles  (All Employees) | Usual traffic hazards | Breakdown/injury | **Eliminate/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  Observing the speed limits  GPS speed monitoring and tracking |
| All Employees | Slip, trips and falls | Potential Injury | **Eliminate/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’  Isolate any hazard/obstacle |

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| **Role/Task/Position** | **Hazard** | **Possible Outcome** | **Controls in place to Manage** |
| All Employees | Long hours  Lack of training/support  Bullying  Harassment | Stress | **Minimize by:**  Report hazards, alert Line Manager, attend regular supervision  Regular meetings and appropriate training  Employee Assistance Programme (Benestar counselling/support)  Utilising own GP  Harassment Policy/Officers  Having regular leave for rest and relaxation. |
| All Employees | Machinery/electrical appliances | Potential Injury  Lack of service | **Minimize by:**  Regular maintenance / checklist  Utilizing appropriate support services  Report hazard to Manager or H&S Rep |
| All Employees | Chemicals (very limited) | Exposure/Injury | **Minimize and/or Eliminate by:**  Clearly labelled and correctly stored  Accompanying Safety Data Sheet (S.D.S) / manufacturer’s instructions  Training  Purchase and use of non-toxic cleaning materials |
| UV Exposure (All involved in outdoor activities) | Sunburn  Sun Stroke | Skin damage  Skin cancer | **Eliminate by:**  Use of Sunscreen, hats & suitable clothing  Shaded areas / Sun Smart policy  Training, information and guidance |
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