

A. ROLE:

POSITION:	Support Worker
LOCATION:	
REPORTING TO:	Support Worker Coordinator
DIRECT REPORTS (may vary within regions):	Support Workers Advanced Support Workers Senior Support Workers
FUNCTIONAL RELATIONSHIPS:	Regional Leadership Team Other Support Workers Care Coordination Teams Community Clinical teams HR/Administration Tangata/people and their families/Whanau and /or advocates Trainers Injury Management Champs Health and Safety Representatives

Our Kaupapa/Purpose

By using the power of whānau and communities we enhance the wellbeing, choice, and leadership for our people so they can achieve their goals and aspirations.

Te Ara Whakamua/Our Pathway Forward

To seek health equity in our everyday practice to achieve an accessible and culturally responsive service with respect to alignment with Te Tiriti o Waitangi. Services adapted to meet Māori needs in a way that enhances rangatiratanga/authority over oneself, mana motuhake/self governance and empowers Māori to reach out for care.

Ō Tātou Uara/Our Values



B. ROLE PURPOSE:

- To assist the clinical team in the delivery of quality care as set out in support plans for tāngata/people referred to Access Community Health (Access). Duties delegated by the supervising registered nurse or health professional are delivered in such a way as to maintain the dignity, independence and quality of life for those receiving Access services in the home.

C. KEY RESPONSIBILITIES:

- To work within the role and designated responsibilities of the Support Worker and specific competencies.
- To undertake the duties for **tāngata/people** that are listed in individual support plans and to deliver these with care, diligence, a high level of service and in such a way as to support the tangata/persons physical, social and emotional health.
- To maintain appropriate records within the area of responsibility.
- To recognize opportunities to maximise and promote independence for the tangata/persons and utilise in alignment with the support plan.
- To develop and maintain a safe and relaxed environment for the people we care for in a professional manner that aligns with Access's organisational values and to build and maintain effective and appropriate relationships with tangata and their whanau.
- To assist clinical and care coordination staff and others to maintain oversight of the persons needs by:
 - notifying them of any changes in the persons needs or any unrecognized needs as soon as becoming aware of them and according to Access policies and procedures and
 - notifying relevant kaimahi/staff of operational, professional and community issues which have an impact on the client's' home.
- To understand the implications of day-to-day care and the need for good care practices that recognise the uniqueness and individual dignity of every person.
- To comply with all the policies and procedures at Access especially the Code of Conduct and Health and Safety policy and own obligations for carrying out tasks in a safe and appropriate manner.

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D. ACCOUNTABILITIES and PERFORMANCE OUTCOMES:

Key Accountabilities	Performance Outcomes
<p>Personal Cares</p> <ol style="list-style-type: none"> 1. Dependent upon SW training completed and client allocation 2. Effective, high quality care and support is provided to assigned tāngata 3. Clinically sound work practices are demonstrated at all times 4. Accurate and appropriate documentation and records are maintained in a timely manner 5. Goals are addressed as defined in the support plan. 6. Information is provided proactively to care coordinators and registered health professionals 	<ul style="list-style-type: none"> • Undertakes the duties outlined in the support plan and reports any additional need identified to Access • Assists with feeding and/or drinking, dressing and undressing, showering, bathing, hair washing, oral hygiene, grooming etc. as outlined in the support plan • Observes/monitors and reports on skin integrity including prevention/early detection of pressure areas • Physical assistance and direction with mobility, transfers and the use of aids • Toilets or assists with the management of incontinence products • Changes, empties and cleans urinary collection bags and commodes • Medication support once competent • Completes required documentation as indicated in the Support Plan i.e. communication book, weight chart. • Visits are as rostered and meet high service standards
<p>Domestic Assistance</p> <ol style="list-style-type: none"> 1. Assistance with tasks normally performed in the home 	<ul style="list-style-type: none"> • Provides encouragement towards independence • Undertakes only the duties outlined in the support plan • Assists with routine household cleaning/tidying and laundry management • Assists with meal planning and preparation, grocery shopping and food storage • Encourage Tāngata participation where it is an independence or restorative approach.

Key Accountabilities	Performance Outcomes
<p>Health & Safety All staff members have a responsibility to keep themselves, the tangata/people we care for and others in the workplace safe.</p>	<ul style="list-style-type: none"> • Follows all manual handling standards and processes in accordance with the instructions in the support plan and as instructed through training • Follows all infection control standards and processes and demonstrates commitment to ensuring all clients have a safe and healthy home environment • Reporting emergencies immediately • Takes all practicable steps to ensure own safety at work. Ensures no action or inaction by themselves whilst at work causes harm to themselves or any other person • Identifies and manages potential hazards in and around the home • Immediately reports to Access all accidents, incidents and hazards to themselves or their clients • Follows the Injury Management Process • Participates in return-to-work plans • Raises issues and participates in two-way communication of Health and Safety issues and concerns
<p>Te Tiriti o Waitangi and Cultural Responsiveness</p>	<ul style="list-style-type: none"> • Demonstrate an understanding of the key concepts of Te Tiriti o Waitangi and their application to Hauora Tara-Ā-Whare/Access Community health and with the role • Actively demonstrates the ability and desire to show cultural sensitivity, awareness and understanding of diversity • Understands the social, ethnic and behavioural characteristics of those from different cultural backgrounds and can translate that into everyday mahi/work practices
<p>Professional Development</p> <ol style="list-style-type: none"> 1. Participates fully in required training 2. Completes annual refresher training as required 3. Notifies Access if further training or upskilling s required to safely deliver support 	<ul style="list-style-type: none"> • Maintains skills and knowledge in an ever-changing environment • Actively pursues goals that align with quality improvement initiatives and are relevant to personal and professional growth • Accepts constructive feedback and makes appropriate adjustments

Key Accountabilities	Performance Outcomes
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Is conversant with relevant Access policies and procedures and ensures that services are delivered in a manner consistent with these policies and procedures • Develops and maintains effective working relationships within Access and externally with all support service providers, family, whanau and other related parties • Maintains a tangata/persons and staff confidentiality as required by Access policies and procedures and the organisation’s employment agreement • Pro-actively contributes to a culture of continuous improvement and motivates others to do the same • Performs any other reasonable duties as requested by your supervisor, in a timely and professional manner • Maintains professional boundaries between themselves and their clients

E. PERSON SPECIFICATION:

- A strong service focus
- The ability to utilise written support plans appropriately
- Demonstrated ability to plan and organise own work to achieve outcomes when working unsupervised
- Excellent interpersonal skills that enable the building of effective relationships, including the ability to deal appropriately with distressed, anxious or aggressive people
- The ability to observe and report on any change in a tangata/persons needs or any unidentified needs in a timely manner as set out in the support worker handbook and support plan.
- Demonstrated commitment to on-going personal and job-related development that is responsive to organisation and service needs
- Is able to deal with household emergency situations promptly and effectively
- Fitness to do the job, including manual handling, personal cares, household management, food preparation and medication assistance
- Demonstrates accountability, motivation, reliability and commitment to supporting clients
- Restricted or full New Zealand Drivers Licence

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F. SIGNATURES:

Employee: _____ Signature: _____ Date: _____	Employer: _____ Signature: _____ Date: _____
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Note:

This job description broadly outlines the key areas for this position. It does not attempt to be comprehensive in setting out tasks. From time-to-time staff may be requested to take on additional tasks to meet the ongoing needs of Access’s organisational goals. In addition, this job description may be changed from time to time.

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