

Community Support Worker: Supported Independent Living

JOB FAMILY GROUP	Programmes
JOB FAMILY	Support
SERVICE	Disability Community: Supported Independent Living (SIL)
REPORTS TO	Resource Coordinator: SIL
ROLE PURPOSE	To support people to live great lives — in their own homes, and in their communities — by providing culturally responsive, mana-enhancing, person-centred support. This role goes beyond personal care: it's about working in partnership with people to achieve independence, skill building, wellbeing, and a life they choose. Support is guided by the principles of Enabling Good Lives (EGL), Whānau Ora, and Te Tiriti o Waitangi, and aligned with Ngā Paerewa Health and Disability Service Standards.
DIRECT REPORTS	Nil
DATE	August 2025

OUR MISSION

Working together to achieve great lives.

OUR VALUES

Relationships	Build open relationships based on honesty and respect.
Communication	Communicate with an open mind and heart.
Mana	Recognise and promote the mana and strengths of the individual.
Opportunities	Take opportunities to learn and grow together.
Believe	Believe that together we will make a difference.
Fun	Make fun a goal!

TASKS

People We Support

- Work in partnership with people to live independently and well, using a strength based and culturally safe approach.
- Provide person-centred support tailored to the individual's needs, routines, preferences and aspirations as informed by the Support Plan and My Life My Plan.
- Promote inclusion, connection, community engagement, and meaningful daily activities.
- Where appropriate, support with personal cares, medication, household routines, and general life skills – always upholding privacy, dignity, respect and independence.
- Recognise, identify and escalate any risk of harm, changes, or concerns in wellbeing to the Resource Coordinator or Service Manager, in line with MASH policies and the Health and Disability Services Safety Act.
- Maintain dignity, choice, control, and autonomy in all aspects of support.
- Act as a Primary Support Worker where assigned (see below tasks) – taking a lead role in coordinating and advocating for the person's supports.

Primary Support Worker

Where assigned, the Primary Support Worker;

- Holds the primary relationship with the person, ensuring trust, consistency and advocacy for what matters to them; and
- Collaborate with the person to develop, implement and review the personal plan.
- Communicates and liaise with the wider MASH team, whānau, and other relevant professionals to ensure the individual support plan is reviewed as appropriate.
- Monitor and report on progress, changes, or concerns to the Resource Coordinator or Service Manager, in line with policies and procedures.

Service Delivery

- Work and travel between various locations and environments during a rostered day, responding to changes with minimal service disruption.
- Deliver support services in alignment with the individual's Support Plan and My Life My Plan.
- Empower and support the person to maintain a safe, healthy home environment that reflects their preferences.
- Support the person to participate in their local community, and access networks that support their cultural, physical, spiritual and social needs.

Documentation and Reporting

- Maintain clear, accurate, and timely records (daily notes, incident reports, goal tracking).
- Use MASH systems and tools to document service activity in a digital format.
- Ensure all information is recorded in accordance with the Privacy Act and the MASH Trust Write About Me Framework.
- Report any incidents or concerns regarding safety, harm or wellbeing, according to the relevant MASH policies and procedures.

Health, Safety and Hauora

- Be proactive and committed to a safe, healthy and respectful work environment, for yourself, the people we support, and others.
- Identify and report hazards, near misses and incidents as soon as possible, in line with MASH policies and procedures.
- Follow individualised risk or behaviour plans for the person and/or location of service delivery, as appropriate.
- Support the person with appropriate information, and strategies to minimise the potential risk or harm as a result of their choices.
- Follow all MASH Health and Safety Policies and Procedures.
- Prioritise your own wellbeing and support a team culture of hauora, reflection, and resilience.

Professional Development

- Complete MASH onboarding training, including First Aid Certificate, Te Tiriti o Waitangi, Staff Orientation, MAPA and Medication competency.
- Participate in ongoing training, supervision and reflective practice through the MASH Trust Professional Development Plan Framework.
- Stay up-to-date with best practices in person-centered support, trauma-informed care and cultural responsiveness, and embrace opportunities to grow capability and contribute to service improvement.
- Work towards or maintain relevant qualifications and certifications.

COMPETENCIES

Behaviours

- ▶ **People-first** –Listen, respect autonomy, and follow the person's lead.
- ▶ **Resilient** – Remain calm, and constructive in challenging or changing situations.
- ▶ **Culturally responsive** –Honour tikanga, culture and the role of whānau.
- ▶ **Trauma-Informed** –Create emotionally safe environments and avoid re-traumatisation.
- ▶ **Professional** –Uphold dignity, rights, boundaries and accountability.

- ▶ **Team player** –Communicate and work openly and collaboratively with others.
- ▶ **Self-managing** –Be reliable, punctual, organised, and solution focused.
- ▶ **Inclusive** –Respect and celebrate diversity, equity, and belonging.
- ▶ **Adaptable** –Adjust and problem-solve when things don't go to plan.

Skills and Knowledge

- ▶ Understanding of person-centred and enabling approaches.
- ▶ Strong communication skills – verbal, written and digital.
- ▶ Awareness of the importance of consistency and punctuality of service delivery.
- ▶ Ability to work autonomously across various locations.
- ▶ Competence in using digital systems for documentation and communication. Familiarity with, - or willingness to learn about – Enabling Good Lives, Te Tiriti o Waitangi, Whānau Ora, and Ngā Paerewa Standards.
- ▶ Sound understanding of risk management and professional boundaries.

EXPERIENCE

- ▶ Lived or professional experience in disability, mental health, or community-based support is an advantage.
- ▶ Experience supporting people to build confidence and independence.
- ▶ Experience acting as a Primary Support Worker or similar key worker role is valued.

QUALIFICATIONS

- ▶ New Zealand Certificate in Health and Wellbeing Level 4 (or working towards it).
- ▶ A current and full New Zealand Driver's Licence.
- ▶ Current First Aid Certificate (or obtain one within the first three months of employment).

KEY RELATIONSHIPS

Internal:	External:
▶ Service Managers ▶ Service Coordinators ▶ Resource Coordinator ▶ Registered Nurses ▶ Community Support Workers	▶ People we support and their whānau/ families. ▶ Local community and cultural support networks ▶ Health professionals and providers ▶ Community organisations and events ▶ External service providers or agencies