

## Position Description

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**Position Title:** Independent Living Coach

**Service:** Home Healthcare

**Reports to:** Team Leader

### Overview:

Visionwest Community Trust has been offering community-based services to people in West Auckland since the 1980's. The Trust was formally incorporated as the Friendship Centre Trust in 1988 in response to a growing desire of the Glen Eden Baptist Church to help those in need in the local community. The Trust started out small with a drop-in center at the Glen Eden Railway Station as a place where friendships were formed. The Trust responded to the needs present in the community and grew to be one of the largest community-based Trusts in West Auckland. Today, Visionwest provides services to communities in Auckland, Waikato, Bay of Plenty and Christchurch.

Visionwest Community Services include:

- Community Housing
- Kindergarten
- Budgeting Service
- Baptist Home Healthcare
- Counselling Centre
- Pataka Kai (Foodbank)
- Education & Training Centre
- Whanau Centre
- Curtain, Uniform banks

### Purpose of Position

The purpose of the Independent Living Coach is to provide quality, safe, culturally appropriate support to clients with special needs and/or disabilities that allows them to remain independently in their own home. The role will be rostered along with other Independent Living Coaches to ensure the client is supported 24/7

### Relationships

#### Internal:

- Team Leader
- Service Operations Manager – Home Healthcare
- National General Manager – Home Healthcare
- Other Independent Living Coach
- Lead Care Manger – Auckland Region
- Regional Service Managers
- Administrators, Coordinators and Care Managers
- Homecare Partners – Quality, Finance and People & Culture
- Staff and volunteers of other Visionwest services

#### External:

- Clients and their families / Whanau and friends
- Funders – MOH, MSD

Accountabilities	Responsibilities	Key Performance Indicator
<b>Individual Service Plan (ISP)</b>	<ul style="list-style-type: none"> <li>• Provides support as identified in the Client's Individual Service Plan (ISP) or as directed by the Care Manager/Team Leader</li> <li>• Service is delivered to reflect the ISP</li> <li>• Encourage and support the client with daily living and maximise independent living skills</li> <li>• Learn the specific non-verbal communication style of the client</li> <li>• Attend fortnightly planning and team meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in the development of the ISP</li> <li>• All activities specified in the ISP are carried out</li> <li>• Any issues are reported to the team leader without delays.</li> <li>• Develop and practice communication styles that are most suitable to the client's needs.</li> </ul>
<b>Personal Care</b>	<ul style="list-style-type: none"> <li>• Support the client with their personal care to maximise their independence with Activities of Daily living, which may include but is not limited to: <ul style="list-style-type: none"> <li>✓ Showering, bathing and dressing</li> <li>✓ Feeding and drinking</li> <li>✓ Oral cares, grooming</li> <li>✓ Administering medications</li> <li>✓ Managing skin integrity</li> <li>✓ Nutritional care</li> <li>✓ Moving and handling</li> <li>✓ Equipment handling, transfer</li> <li>✓ Safety and risk managed with placing client in car seat</li> <li>✓ Managing continence</li> <li>✓ Managing consumables</li> <li>✓ Stretching, walking exercises and/or other</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Working closely together with other Independent living Coaches to ensure a high level of service delivery.</li> <li>• Proactively develop and build effective relationships during Activities of Daily living (ADL)</li> </ul>
<b>Home Management</b>	<ul style="list-style-type: none"> <li>• Support the client with household management and day to day running of their home including but is not limited to: <ul style="list-style-type: none"> <li>✓ Dusting, vacuuming, mopping</li> <li>✓ Linen changes, bed making</li> <li>✓ Laundry washing hanging online folding and putting away.</li> <li>✓ Disinfecting, toilet, and bathroom hygiene</li> <li>✓ Maintaining and cleaning of person's equipment e.g. wheelchair, commode</li> <li>✓ Meal planning, preparation, and cooking</li> <li>✓ Grocery shopping</li> <li>✓ Keeping mobility vehicle clean</li> <li>✓ Supporting with pet care</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The client's home is kept clean, safe and healthy.</li> <li>• Maintains an accurate record/log of all expenditure relating to expenditures.</li> <li>• Work completed is of a high standard.</li> <li>• Client is well supported.</li> </ul>

<b>Community Connection</b>	<ul style="list-style-type: none"> <li>Supporting the client to ensure that their goals/needs are met, which may involve organising transport, driving, and providing support and accompanying the to the person to attend social events and cultural/recreational activities.</li> </ul>	<ul style="list-style-type: none"> <li>The client's goals and needs are met.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>To work with the established communication system</li> <li>To observe the person's health and physical condition and behaviour, communicating any concerns to Team Leader, Senior independent living coach and/or Care Manager in a timely manner</li> <li>Communicate in a timely manner with your Team Leader regarding any work requests, scheduling changes annual leave requests for your own roster</li> <li>Accepts direction from Care Manager/Team Leader and carries out instructions given</li> <li>Completes all documentation relating to health and wellbeing including Communication book and all other required documentation/forms reporting any issues to the team leader.</li> <li>Follows identified communication protocols attends education sessions with family/whanau as described in the Individual Service Plan</li> </ul>	<ul style="list-style-type: none"> <li>Commitment to overcoming communication challenges.</li> <li>Communications are clear.</li> <li>The correct communication channels are used.</li> </ul>
<b>Training and Development</b>	<ul style="list-style-type: none"> <li>Participation in staff educational training and development</li> <li>Have a commitment to achieve a Certificate in Health and Wellbeing (Level 2-4)</li> <li>Participate in ongoing professional development and refresher training including attending any specific courses</li> </ul>	<ul style="list-style-type: none"> <li>Participation in planned education to maintain competencies and currency in service</li> <li>Attendance in Health and wellbeing certificate course.</li> </ul>
<b>Performance Appraisals and Meetings</b>	<ul style="list-style-type: none"> <li>Involvement in personal work performance appraisals and any requested meetings</li> </ul>	<ul style="list-style-type: none"> <li>Commitment to participation in and completion of own PDR</li> </ul>
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>Comply with Visionwest Privacy Policy.</li> <li>Manage confidential information in an appropriate way to ensure it remains confidential.</li> </ul>	<ul style="list-style-type: none"> <li>Confidentiality is maintained at all times.</li> </ul>

<b>Cultural Integration</b>	<ul style="list-style-type: none"> <li>• Support Visionwest in its journey of establishing their kawa and Kaupapa Maori frameworks to create culturally welcoming environments and practices</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in the Organisations ongoing journey of development to embrace other cultures in all the services provided and to provide an environment welcoming to all</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Contribute to a safe working environment for oneself and others</li> <li>• Promptly report any accidents, incidents, near misses or hazards</li> <li>• Attend any planned H&amp;S education</li> </ul>	<ul style="list-style-type: none"> <li>• An active contribution to a safe working environment for oneself and others, timely reporting of incidents</li> </ul>
<b>Additional tasks</b>	<ul style="list-style-type: none"> <li>• To complete additional tasks as are reasonable requested by the Service Operations Manager or National General Manager from time to time</li> </ul>	<ul style="list-style-type: none"> <li>• Complete tasks as requested in a timely and accurate manner</li> </ul>
<b>Vision, Mission and Values</b>	<ul style="list-style-type: none"> <li>• Be an ambassador of the vision, mission and values of the organisation by reflecting these in all workplace practices and encouraging others to do so too.</li> <li>• Ensure that the vision, mission and values are an integral part of any work produced by this position e.g. process, policy, task etc</li> </ul>	<ul style="list-style-type: none"> <li>• The vision, mission and values are reflected in all workplace practices with other staff inspired to do so as well.</li> </ul>

## QUALIFICATIONS AND EXPERIENCE

- Experience in providing community-based support to people, living at home is preferred but not essential
- An understanding of and commitment to the philosophy of home based and community support
- Understanding of the impact of long-term illness/disability and terminal conditions
- Ideally have or be actively working towards Certificate in Health & Wellbeing (Level2-4)

## KEY COMPETENCIES

- Ability to establish rapport with individual clients and relate to their families/whanau
- Ability to develop and build strong relationships
- Ability to work collaboratively in a team
- Proactive, flexible, future-focused and outward looking
- Ability to juggle multiple priorities
- Ability to remain within the boundaries of the position
- Strong interpersonal skills
- Good listening, written, oral and non-verbal communication skills
- Effective time management skills.
- A “can do” attitude.
- Self-motivated and reliable.

## ADDITIONAL REQUIREMENTS

- Valid full driver's licence
- Ability to work rostered shifts, including weekend and public holiday

### **Objectives of Visionwest Community Trust**

- To encourage a spirit of Christian compassion within local communities and actively promote the message of Christianity – love, hope, mercy and kindness – through the act of providing various social care and welfare services for the under-privileged, the needy, and the disadvantaged;*
- To provide direction and resources, whether financial or otherwise, in order to meet the social, emotional, physical and educational needs of the people in the West Auckland area generally (and beyond);*
- To establish such service centres, programmes and facilities which will enable the provision of appropriate social services to local communities, including but not limited to; kindergarten and childcare facilities; home care services; health care services; provision of temporary and permanent accommodation and housing; educational development; counselling services; employment training services and financial services and support;*
- To assist those who experience financial and emotional hardship; and those who are disadvantaged in society;*
- To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees;*
- To initiate, establish and administer any social services for the people of local communities (including children, the destitute, and the elderly) who, for any reason, are in need of care and assistance.*
- To carry out such other charitable purposes within New Zealand as the Board shall determine after consultation with the Elders' Board.*

**Mission Statement:** "Building Hope Together"