

Position Description

Position Title	Support Worker - CW		
Location	Auckland	Reports to	Complex Needs Manager
Hours	Hours as per Contract	Direct reports	Nil
Main Purpose	Provide a high quality service which maintains the highest dignity, respect and quality of life for people who access the service.		
Key Relationships	Internal <ul style="list-style-type: none"> • Team Leaders • Clinical Co-ordinator – Paediatric Nurse • Support Workers • HR 		External <ul style="list-style-type: none"> • Clients • Oranga Tamariki Staff • Other Allied Healthcare Services

Key Result Area	Key Accountabilities	Expected Results
Operations	<ul style="list-style-type: none"> • Assist clients with activities necessary for daily living as identified in the service plan or risk management file • Work with the service delivery team to ensure that Support Plans are implemented in a manner that ensures the best possible outcome for the client • Assist with the evaluation of client's progress and goal attainment as required • Actively participate as a member of a team to assist clients to achieve their goals • Monitor quality of services provided to clients and escalate any concerns to the Team Leader and/or Complex Needs Manager • Have a commitment to best practice • Demonstrate sound work practices at all times • Maintain accurate and appropriate client records • Support clients to maintain their physical, social and emotional health • Provide a high standard of service to clients, in accordance with the organisation's policies and procedures and in conjunction with other allied healthcare provider, as appropriate. 	<ul style="list-style-type: none"> • Client independence is promoted at all times • Client goals are achieved • Client documentation is accurately completed • Any change in condition is reported to the appropriate person • The support plan or risk management file is followed at all times. Any need to update the support plan is reported to the Clinical Coordinator and Complex Needs Manager • Visits are on time and meet high customer service standards • Any concerns with a client are escalated in a timely manner to the Team Leader, Clinical Coordinator or Complex Needs Manager • Clients report satisfaction with the support provided

Relationships	<ul style="list-style-type: none"> • Develop a relationship with clients that is consistent with professional boundaries • Communicate clearly and consistently with clients/colleagues/management • Work as part of a team providing a high-quality service which maintains the highest dignity, respect and quality of life for people who access the service • Maintain an exceptionally high standard of security, privacy and confidentiality of clients, at all times • Be able to work with all clients across their lifespan • Empower clients to make informed choices about their support 	<ul style="list-style-type: none"> • Effective working relationships are developed and maintained within RDNS and externally with all support service providers and other related parties • Has consistently maintained professional boundaries in the relationship between themselves and their clients
Cultural Safety	<ul style="list-style-type: none"> • Ensure that care/behaviour reflects the principles of Te Tiriti o Waitangi • Ensure that the support provided to clients is culturally appropriate • Show a genuine interest and understanding of the diversity of the clients • Maintain an awareness and understanding of relevant cultural issues relevant 	<ul style="list-style-type: none"> • Can provide evidence of how they have encouraged Participation, Protection and Partnership in practice • Clients in the services have access and support to ensure that their cultural needs are met • Clients are treated with respect, regardless of their cultural/diverse background – as evidenced by client feedback and satisfaction surveys
Professional Development	<ul style="list-style-type: none"> • Undertake organisational training • Actively participate in all learning activities, applying newly acquired knowledge to the role, and constantly working to achieve high quality support 	<ul style="list-style-type: none"> • Actively working towards a development plan • Has undertaken required education • Required competencies are up to date • Accepts constructive feedback and makes appropriate adjustments • Demonstrates the use of new learning in practice
Health & Safety	<ul style="list-style-type: none"> • Keep self and others safe in the workplace • Maintain knowledge of RDNS NZ's Health and Safety policies and procedures and Hazard Register • Undertake hazard assessments as required 	<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 • Reports all incidents including near misses, and unidentified hazards • Takes all practicable steps to ensure own safety at work. • No action or inaction by the staff member has resulted in whilst at work has caused harm to themselves or any other person

		<ul style="list-style-type: none"> • Has undertaken required Health and Safety Training • Has participated in required meetings • Able to demonstrate knowledge of Health and Safety policies and procedures
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Competencies and Qualifications

Essential

- Current New Zealand full driver's licence and own vehicle
- Completed or working towards Level 3 Support Worker qualification or equivalent
- **Relationship building:** Develops and maintains productive working relationships which mutually benefit all parties. Excellent interpersonal skills with a strong service focus that enables the building of effective client relationships
- **Communication:** Solid written and verbal communication skills with the ability to communicate and engage effectively at all levels.
- **Time Management:** Demonstrated excellent time management and organisation skills and ability to prioritise work tasks
- **Service orientation:** works to anticipate customer needs and ensure customer satisfaction.
- **Decision making:** Ability to exercise innovative approaches to conflict resolution/problem solving and taking calculated risks within scope of responsibility using sound judgement and decision-making skills
- **Initiative:** High degree of initiative with the ability to work autonomously and with minimal supervision.
- A reasonable level of fitness is required to cope with the demands of the job
- Personal qualities of initiative, integrity, reliability and self confidence

Desirable

- **Experience:** Working with Children, working with children with behavioural and physical impairments, working in related relevant roles

General Staff Accountabilities

Interpersonal Communication

- Solid written skills with the ability to communicate and engage effectively at all levels
- Communicates information verbally in a clear and confident manner. Adapts language to the audience and checks understanding
- Demonstrates a considerate and thoughtful approach

Conflict Management/Negotiation

- Understands a problem from the viewpoint of the different parties
- Presents own viewpoint in a diplomatic way
- Explores a range of possibilities for resolving the problem or issue
- Attempts to achieve outcomes that are mutually agreeable to all involved

Customer Service

- Focuses on activities and quality standards that ensure client satisfaction and provision of quality and relevant home based support services.
- Takes personal responsibility for following through on client issues and identifies and pursues opportunities to improve the service
- Contributes to reports on customer service operational targets

Relationship Development

- Builds and maintains positive relationships with external/internal customers by demonstrating excellent customer service principles
- Acts with integrity
- Takes joint responsibility to achieve team goals and actively contributes to the team dynamic
- Support a high performing team through demonstrating open communication, integrity and trust
- Work to solve problems, share information, provide input and ideas on how the team could be more efficient
- Open to feedback and ideas from others
- Exhibits team player behaviour at all times and works to ensure a positive working environment

Professional Development

- Undertake organisational training (where appropriate)
- Network with appropriate sector groups
- Maintain a current and relevant knowledge of the health sector
- Continually learns and develops and encourages others
- Identifies own challenges and strengths and is proactive in managing them
- Takes responsibility for actions
- Uses time and resources timely and in a financially sustainable manner
- Has a development plan that they are actively working towards

Occupational Health & Safety Requirements

RDNS NZ adheres to all Occupational Health & Safety regulations as an employer. The organisation endeavours to provide a working environment that is safe and without risk to all employees. As an employee, your responsibility is to comply with all RDNS NZ policies related to Occupational Health and Safety in the workplace. Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Treaty of Waitangi

- Ensure that practices in the service reflects the principles of Te Tiriti o Waitangi
- Ensure that the support provided to clients is culturally appropriate
- Clients in the services have access and support to ensure that their cultural needs are met
- Clients are treated with respect – as evidenced by client feedback and satisfaction surveys

Terms and Conditions

- This position description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the department and/or organisation.
- As per relevant employment agreement
- Full NZ drivers' license
- Satisfactory CYRAS Checks
- Current and satisfactory Police Vetting Checks
- Two satisfactory reference checks