

Support Worker



UNIT/TEAMS Frontline, MASH Services

REPORTS TO Service Manager

BUSINESS GROUP PURPOSE MASH Trust delivers a range of client-oriented support through housing, community support services, social networking hubs and specialised services across the Central Region for people living with disabilities, including specialist services for those with mental health and addiction recovery needs.

MASH Trust engages with the people we support (PWS) to co-develop, facilitate and actively promote their life goals by attending to their social, mental, spiritual, and physical health, and to work with their whānau and communities.

MASH's vision is to be an "influencing and sustainable organisation of substance, that responds to and develops people within our communities and within our team".

ROLE PURPOSE This role collaborates with the people we support. Its focus is to enable person-centred goals for a good life, as expressed in their personal plan, and to provide support and care to achieve this. The role encourages the PWS to fully participate in all aspects of daily life. It supports a quality home environment, including the modelling of responsible interactions and the principles of Enabling Good Lives.

Support Workers are expected to function in accordance with the Treaty of Waitangi and to engage in professional development including NZQA-linked qualifications and attendance at MASH staff development workshops. Support Workers are also expected to contribute to policy and procedure reviews, planning and quality initiatives, and continuous quality improvement and risk management.

MASH TRUST 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

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
<p>The people we support:</p> <p>Provide safe, person-centred support which is consistent with MASH policy and values and within legal and ethical frameworks.</p> <p>Enabling Good Lives for the people we support by gathering information to assist with making informed decisions & person-centred plans with a focus on their voices and choices.</p> <p>Enable people we support to participate in leisure activities, sports, recreational, and community activities according to their individual support plans.</p> <p>Enabling the participation of all PWS in vocational and recreational pursuits, at their discretion, while fostering constructive involvement and person-centred approach.</p> <p>Provide opportunity for people we support to participate in vocational training, supported employment and interests according to their support plans and choices.</p> <p>Assist in implementing and reviewing behavioural management programmes where these are applicable (i.e, for non-verbal PWS)</p> <p>Attend staff meetings to ensure consistent support and participate in team discussions and making choices.</p> <p>Alerting as appropriate the Home Coordinator, Service Coordinator, Service Manager or Registered Nurse On Call to any concerns regarding the safety & wellbeing of people we support.</p>	<p>Care and support meet MASH policy and value expectations, health and disability sector standards and is in accordance with the Health and Disability Commissioner’s Code of Rights.</p> <p>Person-centred support plans are in place and followed. Reviews are undertaken as necessary (yearly as a minimum), and CSWs contribute to this.</p> <p>The people we support are positively encouraged to engage in community and leisure activities that support their development and enrich their lives.</p> <p>The people we support are living their best possible lives.</p> <p>All programmes are followed correctly to ensure the safety and wellbeing the people we support and our team members need to be able to take risks and learn from them.</p> <p>Behaviour is managed according to their individual support plans in all cases where behavioural management is an identified (such as contractual) requirement.</p> <p>Attendance at staff meetings is maintained and input is constructive.</p> <p>Proactive, timely interventions and collaborative problem solving occurs which avoids potential risks, and to resolve issues early. Plan reviews and communications to effect changes are undertaken without delay.</p> <p>All incidents and concerns are reported and resolved within timeframes and to prescribed standards.</p>
<p>Activities of Daily Living:</p> <p>Ensure the physical environment is clean, tidy and hygienic.</p> <p>Enabling the people we support to engage with preparing menus and cooking meals.</p>	<p>Environments e.g., residence is kept clean and tidy. Nutritious meals are prepared according to menu planner.</p> <p>Daily activities are coordinated</p>

<p>Ensure adequate food & household supplies are available – encourage people we support to participate with household shopping.</p> <p>Providing assistance when necessary to the people we support, including but not limited to showering/bathing, shaving, toileting, dressing, feeding and medication administration.</p>	<p>The people we supports’ appearance reflects high personal hygiene standards.</p> <p>Medications is administered strictly in accordance with policy & procedures.</p>
<p>Documentation:</p> <p>Ensure that all people we supports’ information is recorded accurately and completely, and end of month statistics are completed and sent.</p> <p>Ensure Daily Notes, are checked and completed accurately and neatly.</p>	<p>Documentation is accurate and up-to-date. All documentation is tidy, legible and signed off.</p> <p>Liaise with other team members, providers and stakeholders to ensure plans are followed, and reviewed when necessary.</p>
<p>Health & Safety:</p> <p>Accurate recording and reporting of all accidents/incidents/hazards</p> <p>Actively participate in Health & Safety activities, meetings and relevant training.</p> <p>Ensure that the most appropriate safe method of work is chosen and take responsibility for knowing all hazards relative to specific sites and the control plans in place.</p> <p>Take a proactive approach to Health & Safety and take all practicable steps to ensure safety within the workplace.</p>	<p>Documentation (i.e. hazard register, site accident registers and incident reports) are accurate, timely, objective and sufficient. This includes all near miss incidents.</p> <p>Seek advice and training if unfamiliar with procedures or equipment. Attendance at house meetings unless on leave.</p> <p>Consider hazards or potential hazards before undertaking work. Knowledge is up to date.</p> <p>Adherence to MASH Trust Health & Safety procedures and legal obligations.</p>
<p>Primary Support Worker Duties:</p> <p>Take responsibility for ensuring the file for the people we support under your care is up to date, tidy and accurate.</p> <p>People are supported to identify and work towards person-centred goals.</p>	<p>Files are tidy, up to date, and accurate. Person centred care and support is reflected in them, and met.</p> <p>People we support articulate that they have specific objectives that we are supporting to accomplish.</p>
<p>Medication:</p> <p>Complete medication training and certification. Revalidate annually.</p> <p>Administer Medication according to the Policy & Procedure in strict detail.</p>	<p>Current certification.</p> <p>No Medication errors.</p> <p>Report all medication errors and complete an incident report including any near miss incident.</p>

COMPETENCIES

- ▶ People focused
- ▶ Quality focused
- ▶ Flexibility – Shift work
- ▶ Teamwork
- ▶ Communication – written & oral
- ▶ Organisation & Time management
- ▶ Problem Solving
- ▶ Functional computer literacy
- ▶ Resilience

EXPERIENCE/QUALIFICATIONS

- ▶ No minimum entry qualifications are required but you are to be working towards New Zealand Certificate in Health and Wellbeing level 4 **or** hold a relevant equivalent qualification in a related field.
- ▶ Knowledge and understanding of / empathy for the people we support
- ▶ Current First Aid Certificate (or obtain one within the first three months of employment)
- ▶ Must have a current, Full Drivers Licence and be able to drive a passenger van.

Job Specific Knowledge and Skills:

- ▶ Commitment to achieve NZQA-linked qualifications and demonstrate on-job competencies
- ▶ Collaboration, reflective learning and teamwork skills
- ▶ Enabling Good Lives Principles
- ▶ Reliable and dependable in working rostered shifts
- ▶ Demonstrated ability to build relationships with people of all ages and backgrounds
- ▶ Demonstrated professionalism and integrity
- ▶ An orientation towards /aptitude for role clarity and professional boundaries
- ▶ Demonstrated problem-solving skills
- ▶ Awareness of risk management, and financial understanding
- ▶ Ability to engage in personal cares when required
- ▶ Skilled in preparing nutritious and economical meals for approximately six people
- ▶ Willingness to take on additional day-to-day tasks as required.

KEY RELATIONSHIPS

Internal:

- ▶ Teammates (those on-shift, and in communications to support 24/7 delivery)
- ▶ Community Support Workers; in-team, and across cover staff, pool and temporary
- ▶ Lead Support Workers and SMEs
- ▶ Service Managers
- ▶ Service Coordinators
- ▶ Home Coordinators

External:

- ▶ Health professionals and providers
- ▶ Community Health Teams
- ▶ Family/Whanau and Tangata Whenua