

POSITION DESCRIPTION	
Title:	Care Worker Kaiawhina/kaitiaki
Division/Department:	Enliven
Company:	Presbyterian Support Southland
Reports to:	Care Home Manager
Direct Reports:	N/A
Significant Working Relationships:	<ul style="list-style-type: none"> • Clinical Managers • Clinical coordinator • Registered nurses • Enrolled nurses
<p>CHARTER</p> <p>Our vision is a community where all people can make the most of their strengths and feel included, valued, and safe.</p> <p>To bring this vision into reality, we assist and encourage people facing life’s challenges. We provide a range of services in response to the changing needs of individuals and family/whanau in the wider community of Southland.</p>	
<p>Our Values:</p> <ul style="list-style-type: none"> ▪ Respect – Manaaki: Respect for our heritage. ▪ Compassion – Aroha: Compassion with empathy. ▪ Family – Whānau Whānui: Celebration of family. ▪ Community - Iwi whānau/Hāponi: Communities that make a difference. ▪ Accountability – Whakatau tika: Holding ourselves accountable. 	
<p>Te Tiriti o Waitangi</p> <p>Enliven Presbyterian Support Southland is committed to working in a multi-cultural way and affirms the place of Maori as Tanga Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Te Tiriti o Waitangi.</p>	

Mo te tunga -about the role:

To provide holistic support in the lives and wellbeing of our kaumatua who choose to live in our care homes. Care Workers will work under the direction and delegation of the registered (RN) or enrolled nurse (EN).

Understanding the role:

This job description contains accountabilities for our Care Workers from beginning level through to NZ level 4 Health and Wellness certificate. As each qualification is gained, it is expected that the addition skills learned will be put into practice and applied to your role.

All our HCA staff need to hold or work towards at least level 2 in the NZ Health and Wellness qualification. You will be supported if at entry level to achieve this. Once competency attained, staff will be offered support to achieve higher qualifications.

Staff with entry level /level 2 qualification are expected to work under direction, follow instruction and abide by our policy and procedures.

Staff who have gained NZ certificate in Health and Wellness level 3 or equivalent will be expected to undertake all the accountabilities listed against level 2 section AND those in level 3 section. At level 3 staff will have gained competencies and be applying learned skills in activities such as (but not limited to) medicine administration, reporting changes in residents' health status. They will work independently and be able to make suggestion to improve the wellness of our residents. They will be capable of mentoring and orientating new staff. level 3 staff will have strong documentation skills and understand our electronic system reporting such as VCare, Altura and BWare.

Staff who have gained a level 4 NZ certificate in Health and Wellbeing or equivalent qualification will meet or be working towards all accountabilities listed in level 2,3 AND 4 section. At this stage staff will consistently demonstrate high standard of practice. They will role model to others and contribute as an active team member in our quality program. At level 4 our expectation is that you will be working towards or have gained your medication competency, be, able to lead a team under the direction of the Registered nurse. Understand the care needs of a palliative and dying patient. You will be able to assess staff in lifting and handling and infection control competency.

Nga pukenga | What you will need to be successful:**Qualification/Skills**

- Entry Level or Level 2 Health and Wellbeing Certificate
- Level 3 Health and Wellbeing Certificate or equivalent qualification
- Level 4 Health and Wellbeing Certificate or equivalent qualification
- Having some experience and knowledge of the needs of Kaumatua (older people)

Personal Qualities:

- Treat everyone with respect and dignity
- Ability to work independently.
- Always work within professional boundaries
- Develop and maintain positive relations within the workplace.
- Behaviour aligns with Enliven philosophy and Presbyterian Supports Southland Charter

- Encouraging residents to be as independent as possible
- Always respecting the confidentiality of both personal information, inside and outside the workplace
- Demonstrating good time management skills and being able to prioritise effectively.
- Demonstrating initiative and getting on with whatever needs to be done.

Core Competencies

Teamwork

- Develops constructive and supportive working relationships with other team members.
- Has a friendly manner
- Shows an understanding of how one's own role directly or indirectly supports the work of the wider team.
- Cooperates and collaborates with staff to ensure that care is continuous and reliable.
- Is punctual and reliable.
- Actively seeks to assist colleagues.

Takes responsibility.

- Perseveres with tasks and achieves objectives.
- Is reliable – do what you say you will do.
- Consistently performs tasks correctly – following procedures and protocols.
- Plans and organises work effectively and shows flexibility to be able to cope with the unexpected

Communication

- Practices active and attentive listening
- Responds in an open, honest, positive, and professional manner to all situations.
- Is caring and empathetic when interacting with people.
- Deals effectively and follow process when dealing with conflict and stressful situations.
- Explains information in clear and simple terms.

Quality and innovation

- Provides quality service to those who rely on one's work.
- Shows commitment to continuous learning and performance development.
- Open to new ways of working and comfortable with change
- Looks for ways for improve work processes – suggests new ideas and approaches.
- Explores and trials ideas and suggestions for improvement made by others.

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Requirements for working in Dementia care

Rest Home level Dementia Care Unit:

You must attain the following unit standards no later than **18 months** after you start working in the Dementia Care Unit.

- **23920:** Describe dementia, support, and safe practice to support people living with dementia in a health or wellbeing setting
- **23921:** Provide person-centred support to people living with dementia in a health or wellbeing setting
- **23922:** Manage the effects of providing support for people living with dementia in a health or wellbeing setting
- **23923:** Demonstrate knowledge of behaviour presented by people living with dementia in a health or wellbeing setting.

Hospital Level Dementia Care Unit:

Within **6 months** of commencing your employment in the D6 unit you must commence study towards attaining the following unit standards. You must attain the unit standards within **18 months** of starting.

- **27833:** Support people to use assistive equipment and move in a health or wellbeing setting
- **23386:** Support a person to meet personal care needs in a health or wellbeing setting
- **23387:** Describe the ageing process and its effects on a person's lifestyle and wellbeing
- **23920:** Describe dementia, support, and safe practice to support people living with dementia in a wellbeing setting
- **23921:** Provide person-centred support to people living with dementia in a health or wellbeing setting.
- **23923:** Demonstrate knowledge of behaviour presented by people living with dementia in a health or wellbeing setting

Nga Kawenga: Responsibilities, Key Tasks and Performance Measures:

A. Support our kaumatua to be independent as much as possible, while delivering high standard of individual care

<p>Entry Level or level 2 Qualification</p>	<ul style="list-style-type: none"> • Understand and provide care needs as per kaumatuas care plan. • Understand the residents' individual preferences and routines.eg. what time they like to get up, what they like to wear. • Participate in handover. • Learn and use current best practice techniques. e.g. lifting and handling. Seek assistance from the team as necessary to always ensure safe practice. • Perform the following cares in a way that ensure kaumatua are shown dignity, privacy, and respect for all personal preferences: <ul style="list-style-type: none"> -Hygiene and grooming -Continence -urinary and faecal -Mobility-positioning in bed and chair, standing and walking -social and cultural needs -Assist with food and fluids -Maintain personal aids and appliances • Demonstrate competency in using VCare for kaumatua documentation.
<p>Intermediate Level 3 qualification</p>	<p><i>Level 2 plus the following:</i></p> <ul style="list-style-type: none"> • Identify what the Kaumatua can do for themselves and encourage this to occur safely. • Documentation and reporting to a high standard on the resident's level of independence and change in care needs. • Report changes in level of independence to Registered nurse. • Demonstrate competent use of continence and ostomy aids and appliances. • Understand and promote skin integrity and report reddened areas that may progress to a pressure injury. • Be able to teach others toileting programs and demonstrate competent and efficient use of all continence products associated with this. • Report and document behavioural concerns from our residents. • Medication competent (optional)
<p>Senior Level or level 4 Qual</p>	<p><i>Level 2 and 3 plus:</i></p> <ul style="list-style-type: none"> • Working towards or competent in minor wound care • Working towards or competent in medication administration • Mentor new staff to a high standard to learn personal cares. • Understand that kaumatua needs and preferences may change and can support staff to respond to the changes. • Working toward or gained clinical skills competencies -basic vital observations, insulin administration, enteral feeding, ostomy care, etc.

**Manaaki: Respect and dignity
Aroha -compassion with empathy**

<p>Level 2</p>	<ul style="list-style-type: none"> • Ensure all kaumatua and their whanau are treated with dignity and respect and ensure kaumatua feel that they are living in their own home. • Interact with kaumatua by providing them with high standard of service that meets all their individual needs. • Provide privacy, always knock on door before entering and introduce yourself to the resident on entering. . • Support kaumatua to practice their cultural preferences. • Welcome whanau and support a positive visit with the residents.
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	<ul style="list-style-type: none"> • Ensure all communication with other health professionals, colleagues, whanau and kaumatua is professional and respectful. • Have awareness of the ageing process and the intellectual and physical disabilities that arise because of aging. •
Level 3 and 4	<p><i>Level 2 plus the following:</i></p> <ul style="list-style-type: none"> • Understand and show consideration for kaumatua spiritual and cultural beliefs and needs. • Respect and understand people's differences, and demonstrate understanding of Te Tiriti o Waitangi
C.	Whanau -Celebration of family
All levels	<ul style="list-style-type: none"> • Develop trusting, professional relations with the residents and their whanau and friend while maintaining professional boundaries. • Demonstrate commitment to Enliven Presbyterian Support vision and values and promoting its good reputation through appropriate behaviours. • Welcome whanau and support a positive visit with the residents. • Assist new residents and whanau with orientation to our care homes, making them feel welcome and included.
D.	Whakatau Tika- holding ourselves accountable. Support our kaumatua by working as a team, looking after yourself and other
Level 2	<ul style="list-style-type: none"> • Arrives and leaves work at the correct time. • Gives adequate notice if unable to attend work due to illness. • Reports back to CM/CC/RN (duty lead at Walmsley house) when there are any issues within the team. • Recognises any changes conditions and reports back to RNs. • Follows policy and procedures, Code of Conduct, and staff handbook. • Helps other staff. • Responds to call bells irrespective of who is looking after the residents. • Always maintains respectful and professional communication with other staff. • Fosters a support environment for new staff. • Completes all recording and reporting accurately and in a timely fashion. • Follows health and safety procedures and reporting. • Understand and meet your personal obligations under the health and safety work act 2015. • Attends and or completes mandatory training within the required timeframes. • Asks if unsure what anything means or how to undertake an activity. • Keeps rested and healthy and takes annual leave. • Identifies and reports hazards and knows how to minimise risk. • Understand and commits to learning from the onset of employment towards
Level 3	<p><i>Level 2 plus the following:</i></p> <ul style="list-style-type: none"> • Identifies and recommends improvements in work processes. • Works proactively to resolve conflict with other staff and reports conflict to manager.
Level 4	<p><i>Level 2 and 3 plus the following:</i></p> <ul style="list-style-type: none"> • Is a role model to other staff. • Step into a Team leader role if required. • Supports new staff to orientate.

- Coaches and mentor's other staff
- Contributes to performance appraisals if requested.
- Contributes to the handover process, leading team conversations as required.
- Member of the quality team
- Undertakes audits if requested.
- Working towards or competent with clinical skills competencies -basic vital observations, insulin administration, enteral feeding, ostomy care, etc
- Lifting and handling champion

The role description will be reviewed regularly for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

I have read, understood, and accept this position description.

_____ (Position Holder)

_____ (Date)

_____ (Manager)

_____ (Date)

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

RESPECT MANAAKI

Respect for our heritage

COMPASSION AROHA

Compassion with empathy

FAMILY WHĀNAU WHĀNUI

Celebration of family

COMMUNITY IWI WHĀNUI/HĀPORI

Communities that make a difference

ACCOUNTABILITY WHAKATAU TIKA

Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

Communication

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a credible way that holds the audience's attention, including readers and in group and one-to-one situations.

Client Focus

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a cooperative, respectful manner with colleagues, clients, and wider community.

Self Determination

Maintains a high level of drive with a positive attitude and enthusiasm toward hard work and meeting challenges.

Teamwork

Working positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

Accountability

Takes personal responsibility and accountability for own work and performance. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

Self-Improvement

Takes responsibility for own development and actively pursues learning and development opportunities.

Planning and Organising

Sets clear objectives, plans, and organises work of self and team with defined action steps for achieving planned outcomes.

Problem Solving and Decision Making

Analyses problems, breaks into core parts, investigates, evaluates, and generates appropriate solutions.

Agreed by:

_____ (Job holder's signature)

_____ (Facility Manager's signature)

_____ Date