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| **UNIT/TEAM** | **Community Services Team – Palmerston North** |
| **REPORTS TO** | Practice Lead |
| **BUSINESS GROUP PURPOSE** | MASH Trust delivers a range of housing support, community support services, social networking hubs and specialised services for people with disabilities, mental health, addiction and offending across the Central Region. MASH Trust facilitates and actively promotes quality of life by attending to the physical, mental, spiritual, and social health of people, their whānau and their communities. |
| **ROLE PURPOSE** | To support MASH Trust consumers in the mental health setting by maintaining a high quality of life, a quality home environment, and encouraging full participation in all aspects of daily life. Mobile Support Workers are expected to function in accordance with the Treaty of Waitangi and to engage in professional development including attendance at MASH staff development workshops. Mobile Support Workers are also expected to contribute to policy and procedure reviews, planning activities and quality initiatives in line with MASH’s continuous quality improvement philosophy. |

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

* Consumer Support
* Team Building
* Documentation
* Vocational & Recreational support
* Orientation
* General

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| KEYRESPONSIBILITIES | SUMMARY OF OUTCOMES |
| Consumer Support:Responsible for providing the delivery of service to a case load of consumers ensuring that safe, professional, ethical and supportive service is provided.To provide quality consumer support accordance with the MASH philosophy, policies and procedures, service requirements laid down in the DHB Service Description and the principles of the Treaty of Waitangi. To deliver support within legal and ethical frameworks defined by MASH and the wider community, in consultation with trained Mental Health personnel within the scope of the DHB contractWork with consumers to identify the aspects of support required through liaison with health professionals, key workers and community agencies. | Consumer support meets health and disability sector standards and in accordance with the Health and Disability Commissioner’s Code of Rights.Any complaints received.Consumer satisfaction survey.Consumer, key worker, health professional involvement is evident. |
| Observe and notify identified clinician of any changes in consumer physical or mental wellbeing (inclusive of any medication issues).Weekly face to face contact with consumers to assess, evaluate and implement the consumer action plans.Inform CSM if a variation to the weekly face to face contact is required to meet individual consumer’s needs. | Identified clinician is informed of any changes in consumer wellbeing.All consumers are contacted on a weekly basisCSM is informed any variations to this. |
| To work with consumers in gathering information to ensure they can make informed choices.To work with the needs, dreams and aspirations as identified by the person in the following areas. These will form the basis of subsequent goal setting:* Personal care
* Cultural
* Spiritual
* Recreation/social
* Personal relationships
* Domestic and household management
* Mobility
* Communication
* Accommodation/residential
 | Consumer daily notes reflect goals identified in action plan (reviewed at ISM).Consumer documentation reflects consumer involvement in goal setting. |
| * Family/whanau /cares support needs
* Training/education vocation and employment

To be involved in the future planning and evaluating of MASH activities, job developments, consumers’ opportunities and policies and procedures. |  |
| Social Skills development:* To support consumers to work with identified community resources to achieve identified goals
* Work with consumers in recognising they have assts and resources to improve problem solving
* Set specific and achievable goals
* Reinforce acceptable behaviour
* Role model acceptable behaviour
* Monitor the skills development of consumers.
 | Action plans reflect the appropriate tasks and are monitored as required. |
| Establish therapeutic relationship with consumers.Recognise consumer behaviours that are considered as warning signs and notify appropriate health professionals verbally and in writing of any changes. Notify ring around house and the on-call Registered Nurse (if consumers access evening phone support) of these changes. | Early intervention achieved for identified declines in health. |
| To ensure purchase and delivery of an appropriate gift and card for the amount identified in best practice for consumer birthday. | All consumers receive birthday present. |
| Complete mobile daily appointment book prior to leaving the building and follow process as per the best practice mobile team daily appointment book. | Evidence that mobile appointment book is used every time. |
| **Team Building:**Attend staff meetings and morning report to ensure consistent consumer support. | All staff meetings are attended unless on authorised leave by CSM.Staff unable to attend meetings report they have received the relevant information. |
| Documentation:Responsible for managing all aspects of consumer files ensuring that all documentation conforms to MASH policy / procedure and SCS standards. All consumer contacts are documented in the consumer file, on the day of contact, this includes face to face contact, phone contact and any contact with agencies that pertain to the consumer, unless otherwise arranged with CSM or delegated authority.All consumer entries to include reason for contact, outcome of contact and plan for next contactAll documentation is maintained, clear, accurate and objective.Support needs profile, action plan, plan for maintenance and mental health, consumer details, consent form are all reviewed as per policy and procedure and SCS calendar. All consumer files are stored in the approved locked filing cabinet when not in use to ensure confidentiality and security. | Documentation is accurate and up-to-dateEvidence that consumer notes are written on day of contactEvidence that consumer notes meets expectations setConsumers notes are securedAudits identify high levels of compliance Incident report forms are submitted inline with P&PInward and outward correspondence is processed daily as identified. |
| Vocational and Recreational Support:Work with consumers to identify and access maintain stream courses and vocational opportunitiesWork with consumer to access support employment agencies ad/if identified in action planWork with consumer to access recreational/social activities as identified in action plan. | Consumers attend diarised activitiesConsumers are aware of employment opportunitiesConsumers are aware of recreational and social opportunities. |
| Orientation:Take part in the orientation of new staff to the MSW specific case loadWith student placements – take part in explaining of role of MSW and providing experiences of meeting consumers. | Orientation checklist is completedHazard identification and control registered is signed in. |
| General:Demonstrate an understanding and day-day application of MASH policy and procedures. | Evidence of written feedback when Policy and Procedures reviewed.Breaches of Policy and Procedures. |
| To be actively responsible for own professional development and utilise skills and.Awareness of the principles of the Treaty of Waitangi and is able to implement into practice. | Attendance at internal and external training.Evidence of day to day application in the workplace of gaining relevant qualifications. |
| Attend monthly individual meetings with CSM. | Attendance at monthly meetings. |
| To be actively involved in the continuous service improvement of MASH Trust.Participate in selection of the quality coordinator.Liaise with the quality coordinator regarding implementation of quality initiatives.Participation in selection of deputy for the quality coordinator.Access clinical supervision on a monthly basis. Liaise with CSM regarding any accounts and payments with renting of properties. | Evidence Quality Initiative forms completed.Evidence of written feedback when Policy and Procedures reviewedQuality coordinator is appointed for the teamQuality initiatives are implemented within the team.Supervision sessions take place.Evidence CSM is liaised with. |
| Liaise with identified clinician regarding any respite coordination.Ensure policy and procedure: ‘Use of mobile phones’ is complied with. | Respite organised appropriately.No breach of policy and procedure. |
| Hazard Identification and Control Register for case load of consumers is reviewed at monthly individual meetings with CSM. Any new hazards identified to follow hazard management policy and procedure. | Hazard Identification and Control Register lists all identified hazards with associated control plan in place.Human Resources six monthly audit. |

COMPETENCIES

The ideal applicant for this position will possess or be able to fulfil the following criteria:

* Consumer focused
* Quality focused
* Flexibility – Shift work
* Teamwork
* Communication – written & oral
* Organisation & Time management
* Problem Solving

Job Specific Knowledge and Skills:

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| JOB SPECIFICCRITERIA | SUMMARY OF OUTCOMES |
| Experience | Experience in supporting people with mental illnesses. Previous experience in managing challenging behaviours.Transferable life experience/skills. |
| Qualifications | Minimum qualification required is the National Certificate in Mental Health (or the commitment to begin and complete it). *Note: People with higher/other qualifications in a relevant field are encouraged to apply and may be exempt from completing the National Certificate in Mental Health, subject to meeting specific exemption requirements.* |
| Other Requirements | Current full New Zealand drivers licenceMaintenance of a Current First Aid Certificate (or commitment to obtain one within the first three months of employment at own expense). Please note that first aid certificates must meet one of the New Zealand Qualification Authority standards 6400, 6401, or 6402. |
| Knowledge Skill and Ability | Able to prioritise daily tasks. Ability to portray self-confidence, calmness and empathy when dealing with challenging and stressful incidentsIdentify, evaluate and solve problems. Effective written skills and able to keep records in a clear, concise and accurate format.Demonstrated professionalism and integrity Operate independently as well as being a contributing team player. Practise safe and ethical support and be accountable for those outcomes.Promote the health and wellness of individuals, families / whanau, and communities.Participate in individual career development strategies and professional growth. Demonstrate an open-minded non-judgmental approach, and integrity.Willingness to take on additional day-to-day tasks as required.Reliable and dependable in working flexible hours to ensure the appropriate support is provided to the consumer.Work on a one-on-one support basis with consumersAccompany consumers to any appointments they may have there is an identified need for support.Maintain a regular schedule of consumer visits and telephone contact. |
| Relationship and Building Skills | Demonstrated ability to build relationships with people of all ages and backgroundsAble to communicate orally with confidence, sensitivity and relate well with people at all levelsAble to develop and maintain effective working relationships with people at all levelsAble to work in accordance with the principles of the Treaty of Waitangi. |

KEY RELATIONSHIPS

Internal:

* Community Services Manager
* Senior Management team
* Team Leader / RN
* Reception
* LUCK
* Team Members

External:

* Health professionals and providers
* Community Health Teams
* Family/Whanau and Tangata Whenua