

Job Title: **Homecare Support Kaimahi**

Department: **Te Oranga Tautiaki**

Responsible to: **Service Manager**

Purpose Statement: The purpose of this role is to support clients living in their homes, by delivering home management and personal care support as set out in the clients' individual support plans.

Values: **Kotahitanga:** We are kaupapa driven and work with each other and others to enhance Whānau potential

Whānaungatanga: We are customer/whānau driven and actively foster and form positive relationships, partnerships, alliances and connections

Kaitiakitanga: We exhibit custodianship and are stewards of our resources to advance the kaupapa

Whakamana: We are outcome focused and recognise, respect and uphold mana.

Relationships: **External:** Other Home Based Service Providers, GPs, Practice Nurses, District Health Nurses, DHB Health Providers, Referral agencies, Local Whanau, Hapu, and Iwi Other Contracted Providers and Professionals, Tangata Whaiora, Clients & Whanau

Internal: Te Taiwhenua o Heretaunga employees

VCA Role: Children's Worker

Structure: Refer to Structure Chart

KEY ACCOUNTABILITIES

Kaupapa Te Taiwhenua o Heretaunga (TToH)

- Contribute to the delivery of effective, integrated, whānau-focused services as part of a team and individually
- Work with manager and colleagues in a respectful and professional manner at all times maintaining focus on the kaupapa, and doing what it takes to advance the kaupapa.
- Develop knowledge of the wider support network that TToH offers whānau, and promote whānau access to that support
- Understand and promote all aspects of the TToH Kaupapa
- Adhere to and apply TToH values in all aspects of TToH's work
- Participate in TToH kaupapa activities, including karakia, waiata and marae noho
- Take opportunities for cultural development to advance understanding, competence and contribution to the kaupapa
- Participate in TToH systems including the Management Operating System and Tu Kahikatoa performance system, to maintain focus and achievement of performance deliverables
- Adhere to organisational and professional quality standards and work within team to promote continuous improvement of policies, procedures and practices
- Participate in regular peer supervision and/or professional supervision as required
- Work in a reflective manner and take opportunities for self-development

Whānau Ora Practice

- Develop understanding of the communities that TToH works with
- Be responsive to whānau needs and apply a holistic approach to aligning those needs, priorities and aspirations with the care and support they are offered
- Apply Te Ao Māori world view, tikanga and TToH values, to establishing trust, building rapport, and working with whānau
- Set high expectations of success in outcomes for whānau. Empower, motivate, and build whānau capability and connectedness; support whānau toward achieving independence
- Build and maintain knowledge and understanding of TToH values and internal/external channels of care and support available for whānau
- Work collaboratively with other TToH staff to enable the provision of flexible and integrated care and support for whānau
- Build long-term relationships between TToH and whānau through contract activities, values-based support and cultural connection

Client services

Deliver home management and personal care support that fit within the needs assessment and individual support plans **including complex cares**, to enhance the wellbeing of clients.

Home Management

Provide support with home management tasks in accordance to the individual support plans. This could involve but not limited to:

- Help with cleaning ensuring a high standard of cleanliness in the kitchen, bathroom, toilet, laundry and living areas and promoting the clients personal comfort
- Assist to cook or prepare meals for clients who require assistance (where care plan permits)
- Remain flexible to include additional negotiated tasks that have been agreed between the NASC Agency and Te Oranga Tautiaki
- Work to ensure the client maintains as high a level of independence as possible
- Ensure the clients daily nutritional needs are met
- Support the client to carry out shopping

Personal Care

Help with personal hygiene and the range of tasks required to support daily living as follows:

- Help with bathing e.g. undressing and dressing, transferring into and out of the shower or bath, washing and drying, hair care in a way that protects the dignity of the client
- Assist with toileting and use of appliances and aids such as day/night urinary collection bags maintaining hygiene
- Ensure safe mobility of the client around the home, ensuring any concerns about the safety of equipment are passed on to the Home-Based Support Provider for referral to the appropriate agency
- Assist with eating
- **Check that medication is being taken correctly**
- Assist with transfer between bed and chair
- Observe/monitor skin and scalp for emerging issues
- Encourage the client's independence and desire to help themselves
- Encourage the maintenance of family ties
- Help in the prevention of deteriorating health and enhance the client's personal hygiene and general wellbeing
- Report any concerns around the wellbeing or safety of the client to the service manager

Health and Safety

- Work safely and keep others safe at work, maintaining familiarity with health and safety policy and procedures.
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that all equipment is used correctly at all times.

Teamwork

- Become a resource to the integrated team. Work collaboratively; contribute and share knowledge, skills, abilities to achieve organisation and whānau goals
- Initiate and nurture effective working relationships with team members, experts and networks
- Manage workload in accordance with all relevant standards and contract requirements, meeting assigned milestones and targets

- Carry out assigned duties as directed by Team Leader, remaining flexible and able to carry out different tasks or work in different teams as required
- Prioritise attendance at Team meetings to ensure consistent messaging and understanding, and delivery of care and support to whānau or colleagues
- Provide support and training to others as part of in-service training in areas of expertise

Professional

- Continue personal and professional development needs based on specific job related competencies.
- Meet 8158 Health and Disability Sector Standards and any Good practice guidelines.
- Participate in all Te Taiwhenua o Heretaunga – Te Oranga Tautiaki training activities ensuring the transfer of learning into workplace practices.
- Meet TToH standards; legislative, professional, contractual, ethical and organisational.
- Engage with organisational communication, emails, online training and technology used to record mahi.

Quality and Development

- Participate in service audits as requested.
- Participate with the team in continuous quality improvement processes.
- Contribute to all service/contracted objective, targets, and outcomes.
- Maintain quality standards by ensuring documentation is accurate, complete, clear and concise and meets audit standards at all times

Networking and Sector Knowledge

- Maintain knowledge, understanding and current developments of relevant sector to inform service delivery.
- Identify and understand the local trends and barriers for whānau through engagement and feedback.

Other Duties

- Carry out additional duties from time to time as requested by management.
- Remain flexible to pick up new clients and cover clients of absent team members

The key accountabilities of the role may change from time to time so that TToH is able to adapt to changes in the business environment.

PERSON SPECIFICATIONS

Essential Qualifications

- First Aid Certificate
- L2 NZQA Health & Wellbeing Certificate (or their relevant equivalent as assessed by Careerforce) or progressing towards this qualification
- Full Driver's License and must own or have access to a suitable vehicle and be contactable

Desirable Qualifications

- L2 NZQA Health & Wellbeing Certificate

Essential Knowledge and Experience

- Knowledge or experience in providing similar services and or a qualification in the Health and Disability sector is required
- Understanding of Tikanga and Te Reo Māori and applying that in work setting
- Enthusiasm, energy, initiative and a high degree of flexibility
- Good relationship building skills
- Proven experience working effectively with the community
- Excellent communication skills
- Computer literate
- Able to develop relationships and communicate effectively with whanau
- Effective de-escalation skills
- Ability to adapt to the challenges of a new role and service
- Maintain client information
- Able to use technology associated with the role

Desirable Knowledge and Experience

- Service sector relevant skills
- Commitment to on-going education

PERSONAL ATTRIBUTES

Essential

- Strong work ethic
- Integrity and honesty
- Confidentiality and loyalty
- Shows initiative and adaptability
- Able to carry out the physical aspects of the role
- Can do attitude
- Team player
- Committed to whānau
- Confident, Resilient and resourceful
- An openness to learn Tikanga and Te Reo Māori
- Applied knowledge of kotahitanga, whanaungatanga and manaakitanga