



## Schedule 1 – Position Description

**Position Description:** Support Worker  
**Service:** Home Healthcare  
**Reports to:** Care Placement Coordinator

### Overview:

Visionwest Community Trust has been offering community-based services to people in West Auckland since the 1980's. The Trust was formally incorporated as the Friendship Centre Trust in 1988 in response to a growing desire of the Glen Eden Baptist Church to help those in need in the local community. The Trust started out small with a drop-in center at the Glen Eden Railway Station as a place where friendships were formed. The Trust responded to the needs present in the community and grew to be one of the largest community based Trusts in West Auckland. Today, Visionwest provides services to communities in Auckland, Waikato, Bay of Plenty, and Christchurch.

Visionwest Community Services include:

- Community and Supportive Housing
- Home Healthcare
- Huia Mai
- Whai Manaaki Kai
- Money Mentors
- Wellbeing Centre
- Ōhinga Tū
- Employment & Education
- Chaplaincy

### Purpose of the Position:

To provide safe, culturally appropriate Home Healthcare Services to the Client that allow them to remain independent in their own home.

### Relationships:

#### External:

- Clients & and their family/whanau and friends

#### Internal

- Other Support Workers
- Care Placement Coordinator
- Lead Coordinator
- Lead Care Manager and Clinical Team
- Administration Staff
- Weekend Coordinators
- Regional Service Manager
- Learning and Development Team
- National General Manager
- People and Culture Team



## Key Accountabilities:

Accountabilities	Responsibilities
<b>Individual Service Plan (ISP)</b>	<ul style="list-style-type: none"> <li>• Tasks as identified in the Client's Individual Service Plan (ISP) or as directed by the Care Managers/Care Placement Coordinators</li> <li>• All activities specified in their ISP are carried out in the time allocated</li> <li>• Assist client to maintain and maximise independent living skills</li> </ul>
<b>Household Tasks</b>	<ul style="list-style-type: none"> <li>• Assist the Clients with household tasks including household cleaning (vacuuming, dusting, laundry etc.)</li> <li>• Work completed is of a high standard</li> <li>• Household Management completed, result in enhanced living and well-being of Client</li> </ul>
<b>Community Living</b>	<ul style="list-style-type: none"> <li>• Assisting Clients in community living e.g. shopping, swimming for physiotherapy, stretching/walking exercises as required</li> </ul>
<b>Personal Care</b>	<ul style="list-style-type: none"> <li>• Assist the Clients with personal care including showering, bathing, dressing, hair care, skin care, shaving, and grooming.</li> <li>• Personal care duties result in increased individual wellbeing of the client.</li> </ul>
<b>Meal Preparation</b>	<ul style="list-style-type: none"> <li>• Assist with any necessary meal Preparation</li> </ul>
<b>Mobility Assistance</b>	<ul style="list-style-type: none"> <li>• Provide assistance to Client with mobility including the use of walking frames, transferring as required, wheelchairs and hoists</li> </ul>
<b>Medication Oversight</b>	<ul style="list-style-type: none"> <li>• To provide prompting/supervision and assistance with clients medication as determined by RN and documented in ISP</li> </ul>
<b>Reporting Concerns</b>	<ul style="list-style-type: none"> <li>• Observe Client health/physical condition, and behaviour reporting any concerns to your Care Placement Coordinator</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicate in a timely manner with your Care Placement Coordinator regarding any work requests and scheduling changes</li> <li>• Accepts direction from Care Placement Coordinator/Care Manager and carries out instructions given</li> <li>• Completes Communication book in clients home where required to do so</li> <li>• Follows identified communication protocols with family/whanau as described in the Individual Service Plan</li> </ul>
<b>Training and Development</b>	<ul style="list-style-type: none"> <li>• Participation in staff educational training and development</li> <li>• Have a commitment to achieve a Certificate in Health and Wellbeing (Level 2-4)</li> </ul>
<b>Performance Appraisals and Meetings</b>	<ul style="list-style-type: none"> <li>• Involvement in personal work performance appraisals and any requested meetings</li> </ul>
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>• Ensure all information relating to clients and staff remains confidential at all times</li> </ul>



<b>Health and Safety</b>	<ul style="list-style-type: none"><li>• Comply with organisation policies and procedures. Contribute to maintaining a safe, supportive working environment by safe and healthy working practices.</li><li>• Ensure safety of client in whatever duties are being undertaken</li><li>• Have their identification badge visible to clients</li></ul>
<b>Vision, mission and values</b>	<ul style="list-style-type: none"><li>• To reflect the vision, mission and values of VisionWest Community Trust in work place relationships and all work-related activities</li></ul>

### Qualifications and Experience required:

1. Preferred experience in providing community based support to people, living at home to preserve their independence, dignity and improve their quality of life.
  - An understanding of and commitment to the philosophy of home based and community support and the rights of people receiving support in their own homes
  - Cultural awareness
  - Understanding of the impact of long term illness/disability and terminal conditions
  - Have or be actively working towards Certificate in Health & Wellbeing (Level2-4)
2. Interpersonal / Communication Skills
  - Ability to establish rapport with individual clients and relate to their families/whanau
  - Maintain confidentiality
  - Ability to manage time
  - Ability to remain within the boundaries of the position
  - Able to listen without giving advice / judgement
  - Good oral and written communication skills
  - Ability to work as part of a team
3. Personal attributes
  - Good health and physical fitness
  - Current driver's licence
  - Mobile Phone
  - Reliable Transport
  - Available at agreed hours of work as per Employment Agreement

A commitment to the vision, mission and values of Vision Community Trust, and an ability work within the objectives as set out in the Trust Deed;

### Objectives of VisionWest Community Trust

- a. To encourage a spirit of Christian compassion within local communities and actively promote the message of Christianity – love, hope, mercy and kindness – through the act of providing various social care and welfare services for the under-privileged, the needy, and the disadvantaged;*
- b. To provide direction and resources, whether financial or otherwise, in order to meet the social, emotional, physical and educational needs of the people in the West Auckland area generally (and beyond);*
- c. To establish such service centres, programmes and facilities which will enable the provision of appropriate social services to local communities, including but not limited to; kindergarten and childcare facilities; home care services; health care services; provision of temporary and*



*permanent accommodation and housing; educational development; counselling services; employment training services and financial services and support;*

- d. To assist those who experience financial and emotional hardship; and those who are disadvantaged in society;*
- e. To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees;*
- f. To initiate, establish and administer any social services for the people of local communities (including children, the destitute, and the elderly) who, for any reason, are in need of care and assistance.*
- g. To carry out such other charitable purposes within New Zealand as the Board shall determine after consultation with the Elders' Board.*

**Mission Statement:** "Building Hope Together"

## Position Description

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I have read and understand the Position Description for the role of **Support Worker** and accept it.

Name:

Signature: .....

Date: .....

Any of the accountabilities, reporting relationships, or other matters, which are specified in this position description, may from time to time be altered by the Trust/ VisionWest Community Trust