

**Position:** Support Worker

**Reporting To:** Team Leader or Community Service Coordinator

**Our Purpose:** Good people doing good things, supporting people in their pursuit of a good life.

**Our Values**

**Visionary:** Planning the future with imagination and wisdom

**Inclusive:** Assuming a community where everyone belongs

**Excellence:** To be the best we can

**Wellbeing:** Taking a holistic approach to the lives of people and our community

**Treaty of Waitangi:** SILC is committed to its obligations under the Treaty of Waitangi.

<b>Self-determination</b>	Disabled people are in control of their lives.
<b>Beginning early</b>	Invest early in families and whānau to support them; to be aspirational for their disabled child; to build community and natural supports; and to support disabled children to become independent, rather than waiting for a crisis before support is available.
<b>Person-centred</b>	Disabled people have supports that are tailored to their individual needs and goals, and that take a whole life approach rather than being split across programmes.
<b>Ordinary life outcomes</b>	Disabled people are supported to live an everyday life in everyday places. They are regarded as citizens with opportunities for learning, employment, having a home and family, and social participation - like others at similar stages of life.
<b>Mainstream first</b>	Disabled people are supported to access mainstream services before specialist disability services.
<b>Mana enhancing</b>	The abilities and contributions of disabled people and their families are recognised and respected.
<b>Easy to use</b>	Disabled people have supports that are simple to use and flexible.
<b>Relationship building</b>	Supports build and strengthen relationships between disabled people, their whānau and community.

**Position Purpose**

The Support Worker will be responsible for the day-to-day support assisting people to have valued lives in their homes and community.

**Attributes**

- ✓ Belief that every person is a valued individual.
- ✓ Commitment to ensuring people who have a disability are supported to have individual lives that they value.
- ✓ Passion to ensure all people are treated with respect.
- ✓ Enthusiasm to assist people to develop meaningful lives.
- ✓ Desire to be part of a successful team and organisation.

<b>Working Relationships - Internal to SILC Limited</b>	<b>Working Relationships - External to SILC Limited</b>
People we Support Families/whanau Team Leaders / Community Service Coordinators Other Support Workers Service Leadership Team HR,H&S ,General Manager, Chief Executive Officer	Related disability agencies Primary and tertiary health providers The community

Responsibility	Delivery
Assisting people to establish and maintain valued roles and relationships.	<ul style="list-style-type: none"> <li>• Supports the maintenance and development of personal relationships with family and friends and acquaintances.</li> <li>• Works alongside people within their community doing the things that are important to the person.</li> </ul>
Assisting people to stay safe by developing skills and capacity to manage their own safety and security and an understanding of their rights	<ul style="list-style-type: none"> <li>• Educating and upskilling the people we support around issues of their personal safety both within the home and community and how to manage these risks.</li> <li>• Using a supported decision making process to enable people to make informed decisions while allowing them to maintain autonomy over their lives.</li> <li>• Supporting people to understand their rights through both formal and informal means.</li> <li>• Working alongside the people we support to provide advocacy when their rights are being breached.</li> </ul>
Assisting people to manage their own health and well-being	<ul style="list-style-type: none"> <li>• Assisting people with any and all aspects of their personal health management. This may include:               <ul style="list-style-type: none"> <li>➤ Medication administration</li> <li>➤ Assisting with activities of daily living</li> <li>➤ Assistance with good nutrition</li> <li>➤ Assistance with Dr's and specialist appointments as required.</li> </ul> </li> </ul>
Assisting people to be in charge of and manage their homes.	<ul style="list-style-type: none"> <li>• May assist with meal preparation, menu planning etc as required.</li> <li>• May assist with household management, bed making, dusting, laundry, gardening, cleaning etc. as required.</li> <li>• May assist with finances, budgeting, money management, shopping, banking etc. as required.</li> <li>• Reports issues and assists with home maintenance matters as required.</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>• Develops and maintains respectful and enduring relationships with people with disability, their family,-whanau and wider support network.</li> </ul>

	<ul style="list-style-type: none"> <li>• Consistently promotes the interests of the people supported by the team, and the importance of active participation in all daily activities, planning and decision-making.</li> <li>• Participates in planning promoting the person's point of view, hopes and dreams and aspirations.</li> <li>• Models good support to meet reasonable expectations and agreed standards.</li> <li>• Completes all required record keeping</li> <li>• Participates in the performance review process, including reflective practice and self-review activities.</li> <li>• Works cooperatively with the people we support and their personal networks to identify current and future support needs.</li> </ul>
Team Work	<ul style="list-style-type: none"> <li>• Attends and participates in all team meetings and training events.</li> <li>• Works constructively with colleagues towards common goals and directions.</li> <li>• Works respectfully with a variety of people, of different ages, genders, ethnicity and beliefs in a professional manner for the benefit of the people supported by SILC.</li> <li>• Works in a consensus manner, participating in and contributing to the decision making process.</li> <li>• Uses all the appropriate organisational tools to share information to ensure the smooth functioning of the team.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Ensures safety of self, peers and the people we support.</li> <li>• Reports any instance of abuse, neglect or danger to the people we support.</li> <li>• Advocates with / on behalf of the people we support in relation to any Health and Safety concerns.</li> <li>• Has an understanding of the organisational Health &amp; Safety Policies and Procedures</li> <li>• Identifies, reports and minimises any hazards as per company process.</li> <li>• Participates in health and safety discussions at supervision and team meetings.</li> </ul>

<p>Communication</p>	<ul style="list-style-type: none"> <li>• Expresses thoughts and ideas clearly and effectively within the Team and at Team Meetings.</li> <li>• Communicates in a valuing manner with all people.</li> <li>• Completes written documentation in a legible manner and according to organisational requirements.</li> <li>• Complies with organisational requirements for communication including use of company email, engagement in supervision, reporting and recording information in approved systems and formats</li> <li>• Uses phone, email, text and company communication tools effectively</li> </ul>
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**Role Requirements**

All Support Workers are expected to:

- ✓ Hold a full NZ Driver’s Licence
- ✓ Be “job fit’ to perform the role to achieve the results required; this means physically fit enough to perform the physical tasks of the role.
- ✓ Hold a current First Aid Certificate.
- ✓ Complete the Introductory Training Modules and associated Staff Training Resources to a satisfactory level.
- ✓ In addition to the above all Support Workers are required to participate in identified training and development opportunities.

SILC has a partnership with the Community Support Services Industrial Training Organisation and provides support and assistance to Support Workers wishing to complete the National Certificate in Community Support, and or any other relevant qualification.