

### SCHEDULE A - POSITION DESCRIPTION

<b>Position Title</b>	Support Worker		
<b>Location</b>	Waiheke	<b>Reports to</b>	Support Worker Coach
<b>Hours</b>	Variable	<b>Direct report</b>	Nil
<b>Main Purpose</b>	Provide a high quality service which maintains the highest dignity, respect and quality of life for people who access the service.		
<b>Key Relationships</b>	<b>Internal</b> <ul style="list-style-type: none"> <li>• Team Leaders</li> <li>• Clinical Coordinators</li> <li>• Support Workers</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>• Clients</li> <li>• Family/Whanau</li> </ul>	

Key Result Area	Key Accountabilities	Expected Results
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Assist clients with activities necessary for daily living as identified in the service plan</li> <li>• Work with the service delivery team to ensure that Support Plans are implemented in a manner that ensures the best possible outcome for the client</li> <li>• Assist with the evaluation of client's progress and goal attainment as required</li> <li>• Actively participate as a member of a team to assist clients to achieve their goals</li> <li>• Monitor quality of services provided to clients and escalate any concerns to the Team Leader</li> <li>• Have a commitment to best practice</li> <li>• Demonstrate sound work practices at all times</li> <li>• Maintain accurate and appropriate client records as needed</li> <li>• Support clients to maintain their physical, social and emotional health</li> <li>• Provide a high standard of service to clients, in accordance with the organisations policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Client independence is promoted at all times</li> <li>• Client goals are achieved</li> <li>• Client documentation is accurately completed</li> <li>• Any change in condition is reported to the appropriate person</li> <li>• The support plan is followed at all times. Any need to update the support plan is reported to the Clinical Coordinator</li> <li>• Visits are on time and meet high customer service standards</li> <li>• Any concerns with a client are with the Clinical Coordinator or Team Leader</li> <li>• Clients report satisfaction with the support provided</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Develop a relationship with clients / family / whanau that is consistent with professional boundaries</li> </ul>	<ul style="list-style-type: none"> <li>• Effective working relationships are developed and maintained within RDNS and externally with all support service</li> </ul>

	<ul style="list-style-type: none"> <li>• Communicate clearly and consistently with all key stakeholders, including clients/family/whanau/support people and staff teams</li> <li>• Work as part of a team providing a high quality service which maintains the highest dignity, respect and quality of life for people who access the service</li> <li>• Maintain client's privacy and confidentiality at all times</li> <li>• Be able to work with all patients across their lifespan</li> <li>• Empower clients to make informed choices about their support</li> </ul>	<p>providers, family whanau and other related parties</p> <ul style="list-style-type: none"> <li>• Has consistently maintained professional boundaries in the relationship between themselves and their clients/their family / whanau</li> </ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"> <li>• Ensure that care/behaviour reflects the principles of Te Tiriti o Waitangi</li> <li>• Ensure that the support provided to clients is culturally appropriate</li> <li>• Show a genuine interest and understanding of the diversity of the clients</li> <li>• Maintain an awareness and understanding of relevant cultural issues relevant</li> </ul>	<ul style="list-style-type: none"> <li>• Can provide evidence of how they have encouraged Participation, Protection and Partnership in practice</li> <li>• Clients in the services have access and support to ensure that their cultural needs are met</li> <li>• Clients are treated with respect, regardless of their cultural/diverse background – as evidenced by client feedback and satisfaction surveys</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Undertake organisational training</li> <li>• Actively participate in all learning activities, applying newly acquired knowledge to the role, and constantly working to achieve high quality support</li> </ul>	<ul style="list-style-type: none"> <li>• Actively working towards a development plan</li> <li>• Has undertaken required education</li> <li>• Required competencies are up to date</li> <li>• Accepts constructive feedback and makes appropriate adjustments</li> <li>• Demonstrates the use of new learning in practice</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Keep self and others safe in the workplace</li> <li>• Maintain knowledge of RDNS NZ's Health and Safety policies and procedures and Hazard Register</li> <li>• Undertake hazard assessments as required</li> </ul>	<ul style="list-style-type: none"> <li>• Follows all manual handling standards and processes in accordance with the instructions in the support plan and as instructed through training</li> <li>• Follows all infection control standards and processes and demonstrates commitment to ensuring all clients have a safe and healthy home environment</li> <li>• Reports all incidents including near misses, and unidentified hazards</li> <li>• Takes all practicable steps to ensure own safety at work.</li> <li>• No action or inaction by the staff member has resulted in whilst at work has caused harm to themselves or any other person</li> </ul>

		<ul style="list-style-type: none"> <li>• Has undertaken required Health and Safety Training</li> <li>• Has participated in required meetings</li> <li>• Able to demonstrate knowledge of Health and Safety policies and procedures</li> </ul>
--	--	---

### Competencies and Qualifications

- Holds current New Zealand full or restricted driver's licence and owns vehicle
- Completed or working towards Level 2 Support Worker qualification is preferred
- Excellent interpersonal skills with a strong service focus that enables the building off effective client relationships
- Strong communication skills, both written and oral
- Strong time management and organisation skills
- A reasonable level of fitness is required to cope with the demands of the job
- Personal qualities of initiative, integrity, reliability and self confidence