

Position Title: Support Worker
Reporting Manager: TBC
Division: Service Delivery
Location: Various

Who we Are

HealthCare NZ provides a wide array of health and human services to people throughout New Zealand. We serve people in their homes and communities as well as in specialised treatment settings. We help people gain access to needed services and provide oversight and management services for people who have disabilities, ensuring they receive vital services, are safe, well-cared for and live as independently as possible.

HealthCare NZ's vision is to be a leader in community support and a partner in community wellbeing. Since 1988 we have been caring, supporting and empowering people in need to live independently, safely and well in their community. Our commitment is to provide a way of working with those we support, stakeholders, business partners and staff based on our values - respect, support and excellence.

We are committed to ensuring our services are delivered to Maori clients in a manner that recognises and respects Maori values and beliefs. As an organisation we recognise our obligation to Te Tiriti o Waitangi and acknowledge Maori as tangata whenua who have unique values, social structures and worldviews.

We work with a range of partners in local and central Government, public and private sector agencies and community groups to advise on delivering effective and efficient healthcare now and in the future.

Support Worker

Why You're Here

As a Support Worker your role is to provide quality support to the diverse range of people supported by HealthCare New Zealand Services. Our Support Workers work alongside people using a strengths-based approach focusing on what people can do and providing personal, social and household support so that they can achieve their personal goals, maximise their independence and lead the life they wish to live.

The Support Worker works in community settings which may include people's own homes, disability or mental health services or within more specialised residential services.

What You'll be Doing

Building Relationships & Networks

- Maintain a positive and professional relationship with people we support and, where appropriate, their family/whanau
- Maintain effective, constructive and professional relationships with all internal and external stakeholders
- Participate and contribute effectively in a multidisciplinary team environment

Customer Focus

- Provide quality support by applying the Te Whare Tapa Whā model of health and wellbeing: -
 - Te Taha Tinana – physical well-being
 - Te Taha Whānau – family wellbeing
 - Te Taha Hinegaro – mental wellbeing
 - Te Taha Wairua – spiritual well-being
- Deliver the person's support needs as outlined in their individual support plan within outlined timeframes
- Support the person to work towards their individual goals as outlined in their individual support plan
- Observe and report any issues of concern to Registered Health Professional through the Stop and Watch tool
- Ensure quality of support meets contractual requirements, legal obligations and company policy and procedures

Concern for Quality & Standards

- Identify and suggest strategies to address issues and to promote continuous improvement within the service, in line with any contractual, and organisational requirements
- Contribute to the operational delivery of the service through attendance at staff/team meetings and forums as required
- Complete all required training - note that training requirements for this role are regular and ongoing and may include on the job training, relevant national qualifications and/or attendance at appropriate courses or completion of eLearning
- Support the orientation of new team members
- Implement the standards and measures of quality established for the service

Health and Safety

- Become familiar with all policies and procedures as they affect the working environment
- Ensure that safe working procedures are practiced, and no one is endangered through actions or inactions
- Report all incidents including near misses, and unidentified hazards as required
- Actively participate in the company's Health and Safety programmes

Other

- Undertake any additional tasks as determined by management that are within the scope of the Support Worker role, taking into consideration the Support Worker's qualifications, skills and experience

Expected Competencies by NZQA Qualification Level:

Entry up to NZ Certificate in Health and Wellbeing Level 2:

- Has the ability, knowledge and confidence to understand and follow a person's Support Plan(s)
- Effectively builds and maintains professional relationships with key internal and external people
- Understands their responsibilities when a person's health or needs change.
- Typically supports people with less complex needs who may have challenging behaviour

Experienced – NZ Certificate in Health and Wellbeing Level 2 & 3:

- Has the skill and ability to apply judgement and flexibility in delivering the person's support to maximise the quality of this support
- Provides peer support to entry level support workers
- Has experience and specialist knowledge of individual conditions and recognises when interventions are required
- Typically supports people with high and complex needs who require intensive support e.g. people with dementia, cognitive impairment, extreme behaviours, high clinical requirements, spinal cord injury, traumatic brain injury, cerebral palsy etc.
- May undertake delegated nursing tasks

Specialised – NZ Certificate in Health and Wellbeing Level 4:

- Assists with management administration including building maintenance, company vehicles, team meetings, staff orientation and training
- Leads themselves and others, makes decisions, manages and coaches others
- Has technical/specialist expertise and knowledge, is accountable for quality service delivery, and contributes to submissions and reports for funding and resources
- Typically plays a leadership or technical specialist role but may also provide intensive support to people with high and complex needs e.g. Mental Health, Youth & Emergency Respite.

Definition of people with 'High and Complex Needs' requiring intensive support: Includes people (children/tamariki, young people/rangatahi, adults and older adults) who present with multiple interconnected needs that span health, disability and social issues. It is the breadth (physical, cognitive, mental and psychological) and depth (profound, serious and intensive) of the person's needs that result in being identified as experiencing high and complex needs.

The Rules that are Important

- Comply with all company policies, guidelines and procedures
- Behave in a manner consistent with the values and conduct standards of the organisation
- Embrace and promote a working environment that is culturally diverse
- Promote and support initiatives that contribute to a healthy and safe working environment for employees, visitors, contractors, and the people we support
- Ensure compliance with health and safety policy and procedures, including accident and incident reporting, investigation, hazard management, induction, employee participation, visitor and contractor management
- Ensure awareness of, and adherence to, all employment and Health & Safety legislative requirements
- Take the direction of your manager and the business to undertake any other reasonable tasks which are within your ability to complete.

The Skills, Knowledge and Experience You'll Need

Essential:

- A genuine commitment to the provision of quality support to people we support using a strengths-based approach
- High level of resilience, with an ability to cope with change and to be flexible
- Understanding of the Treaty of Waitangi and a commitment to meeting the cultural needs of Maori
- Sound communication and interpersonal skills
- Computer literacy and ability to use Apps
- Responsible, with a well-developed sense of judgement and personal integrity
- Ability to work competently with challenging behaviours
- Well organised, with the ability to problem solve effectively and respond effectively under pressure
- Ability to maintain confidentiality
- Be able to work both independently and as part of a team
- Hold a current drivers licence (a full licence is required for many services)
- The ability to undertake the physical requirements of the position

Desirable:

- NZQA Certificate in Health & Wellbeing Level 2 (or a relevant equivalent e.g. National Certificate in Foundation Skills). Some services require a minimum qualification of NZQA Certificate in Health and Wellbeing Level 3 (e.g. Navigate and in placements to support those with "high needs").
- Knowledge and understanding of the disability, home and community sector, Health & Safety legislation and the relevant Sector Standards.
- A working understanding of the responsibilities and requirements of the HDC Disability Rights Act
- Experience working in the community is advantageous, but a desire to work with people, have the ability to set and maintain clear boundaries and to work with enthusiasm and empathy is equally important.
- Practical numeracy and literacy skills

Key Relationships

External: People we support, family members and whanau, community groups and agencies, residential and vocational providers and other health and welfare service providers

Internal: Service Delivery colleagues; Service Centre; Health Advisors, Registered Health Professionals, Mental Health and Wellbeing Services

Agreement:

I agree to the outline of the role in this job description and recognise that the contents may need to be amended from time to time to reflect changing business requirements.

I, as job holder, allow my Manager to gather information from third parties where necessary for the purpose of performance management.

Name: _____

Signature: _____

Date: ____ / ____ / ____