



## POSITION DESCRIPTION

**POSITION:** Support Worker (ANZCO: 423111)

**RESPONSIBLE TO:** Service Lead

### Health New Zealand | Te Whatu Ora Nelson Marlborough

**Our vision | Tō tātou manako:** All people live well, get well, stay well. *Kaiao te tini, ka ora te mano, ka noho ora te nuinga.*

**Our mission | Tō tātou kaupapa:** Working with the people of our community to promote, encourage and enable their health, wellbeing and independence. *Kei te mahitahi tātou hei whakapiki te oranga me te motuhaketanga o to tatou hapori.*

#### **Our Values – Ō tātou whanonga pono**

**Respect | Manaakitanga:** We care about, and will be responsive to, the needs of our diverse people, communities and staff. *Kia horahia te manaakitanga ki ngā iwi katoa me ngā hāpori, kaimahi hoki.*

**Innovation | Auaha:** We will provide an environment where people can challenge current processes and generate new ways of working and learning. *Kia auaha me whakahoutia i ngā pūkenga ākongā, me ngā mahi ki tēnei hāpori.*

**Teamwork | Whakarāmemene:** We create an environment where teams flourish and connect across the organisation for the best possible outcome. *Kia whakarāmemene i ngā kaipupuni hauora kātoa.*

**Integrity | Ngākau tapatahi:** We support an environment which expects openness and honesty in all our dealings and maintains the highest integrity at all times. *Kia taea i te ngakau tapatahi i runga i te tika me te pono i ngā mahi kātoa.*

### **PURPOSE OF THE POSITION**

To provide support services to people with a disability with respect, courtesy and dignity.

Support workers ensure quality of life outcomes for the people we support within their community based home, work and educational environments. Through active person centred services, support workers facilitate opportunities for the person to live the life they want and promote self-determination of choice, power and control.

**Vision: Supporting people to live well.**

**Aim:** We support people and whānau in our community who live with disabilities to maximise their health, wellbeing, community participation and inclusion. We do this in alignment with **'Enabling Good Lives'** by developing strong connections with our community by a team that supports people to be the key decision makers on anything that impact on their lives.

### Live Life – Disability Support - guiding principles



**People's choice** – People are supported to make decisions everyday about how they live their lives; the person is in the driver's seat; usual life outcomes; **'Enabling Good Lives'**



**Partnerships & collaboration** – building relationships right across the organisation and work as one team; strengthen collaboration with whanau, providers and agencies



**Focus on equity** – improved access; reduce inequity; maximise health, safety and wellbeing; promote and enable diversity



**Communications** – people, whanau and the workforce are well connected; our teams are IT confident and competent



**Quality** – valued workforce; shared learning; evidence based; funding fit – affordable and sustainable



**Culture** – Appreciate diversity and culture; ensure the service is people and whanau friendly with a customer service orientation

RESPONSIBILITIES	EXPECTED OUTCOMES
<p><b>Service Provision</b></p> <p>Respect &amp; Relationships</p> <p>Physical Assistance</p> <p>Personal Care</p> <p>Daily Support</p> <p>Administration</p> <p>Models of support and service delivery</p>	<p>To provide professional, high quality individualised support to the people we support in Disability Support Services</p> <p>Respect and develop relationships with the people we support, families, natural support networks, co-workers and other key people you may come in contact with using appropriate terminology and creating safe and comfortable environments</p> <p>Provide a high level of physical assistance to the people we support including all aspects of manual handling, lifting, bending and stretching and the physical transfer of the person you are supporting.</p> <p>Provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required that will enable the person you support to live a dignified life</p> <p>Assisting in daily planning, advocacy, communication and transportation as required by the people we support and in accordance to their funding agreements. Assist the people we support to access and purchase items with their own money in accordance with DSS policy.</p> <p>Read house and people we support documentation (e.g. wellbeing notes, personal records, files, plans, house communication diaries) in accordance to DSS policy and guidelines to ensure you are kept informed of the support needs for the people you will be supporting. Complete all administrative tasks to maintain compliance with DSS procedures including financial records (house and personal), rosters, amendments, safety 1<sup>st</sup> and occupancy sheets.</p> <p>Understand service delivery models in disability and proactively embed these in your practices. These include Positive Behaviour Support, Active Support, Person Centred Support and the Social Model.</p> <p>A good understanding of the United Nations Convention on the Rights of the Disabled Person, Enabling Good Lives, Code of Rights and the relevant standards and legislation in the disability sector that ensure we support people to live the best life possible.</p>
<p><b>Team Work</b></p>	<ul style="list-style-type: none"> <li>• Contribute to maintaining an effective team</li> <li>• Attend and participate in meetings and reviews as required</li> </ul>

<b>Growth &amp; Representing DSS</b>	<ul style="list-style-type: none"> <li>• Develop and maintain positive communication links with other service providers and support networks for the people we support</li> <li>• Assist if required to provide communication support in order for the people we support to interact with others</li> <li>• Use appropriate or agreed communication channels</li> <li>• Maintain positive and welcoming relationships with family, friends and other service providers of the people we support</li> <li>• Communicate verbally or in writing, any observations that may affect the person we supports activities and the running of the service</li> </ul>
<b>Cultural Safety</b>	<ul style="list-style-type: none"> <li>• Provide culturally appropriate support and identify and foster appropriate community and health resources. Interact and engage appropriately with other team members, ensuring behaviour is respectful and supportive.</li> <li>• Embed the principles of partnership, protection and participation into all aspects of our work. We walk in partnership with Tangata Whenua to meet the cultural needs of the people we support</li> </ul>
<b>Sleepover Responsibilities</b>	<ul style="list-style-type: none"> <li>• As per the Act 2011, sleepover means a period of time spent by an employee overnight during which the employee, under the terms of his or her contract of service, is— <ul style="list-style-type: none"> <li>a) required to be at the employee's workplace;</li> <li>b) allowed to sleep at the workplace while on duty;</li> <li>c) required to be available to attend to his or her duties during the course of the night as necessary</li> </ul> </li> <li>• Specific expectations as detailed in the DSS 'Duties and responsibilities of a sleepover' document and the SECA</li> </ul>
<b>Awake Responsibilities</b>	<ul style="list-style-type: none"> <li>• Staff on awakes are expected to be awake for the entire shift usually 10pm through to 7am.</li> <li>• Each house will have a list of duties that can be carried out depending on the service users living in that home.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Participates in annual performance review process including review of performance goals and identification of areas for professional development.</li> </ul>
<b>Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participates in quality improvement processes in your area of work.</li> <li>• A quality, customer-focused service is provided at all times, which follows best practice</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Additional duties as below</li> <li>• Other duties as negotiated with your Manager</li> <li>• Meet obligations contained in Appendix 1 &amp; 2.</li> </ul>

## Children's Act

All Support Worker positions are classed as Core Children's Worker positions as any staff can be asked to work anywhere within the service including working with people we support who are below the age of 18. Therefore a safety check and police vetting check must be completed.

<b>ADDITIONAL DUTIES</b>	
<p>All support workers are expected to work in accordance with the position description plus the following additional duties according to length of service and/or qualification level.</p>	
<p><b>Level 0</b>  <b>Or</b>  <b>New staff</b></p>	<ul style="list-style-type: none"> <li>• Attend orientation and initial mandatory training</li> <li>• Authenticate own shifts</li> <li>• Input Safety1st incident reports online</li> <li>• Attend Team Meetings</li> <li>• Ability to move around houses</li> <li>• Complete 3 month orientation checklist</li> <li>• Verified as medication competent</li> <li>• Enrol in NZ Certificate in Health &amp; Wellbeing (Level 2) within 4 months of employment</li> </ul>
<p><b>Level 2</b>  <b>Or</b>  <b>12 months</b></p>	<p>As for Level 0 and;</p> <ul style="list-style-type: none"> <li>• Act as Key Worker with oversight from Service Lead</li> <li>• Oversight of personal finances for designated person</li> <li>• Responsible for maintaining own mandatory training</li> <li>• Complete checklists as assigned</li> </ul>
<p><b>Level 3</b>  <b>Or</b>  <b>2 years</b></p>	<p>As for Level 0-2 and;</p> <ul style="list-style-type: none"> <li>• Competent in Key Worker role</li> <li>• Involved in House Meetings</li> <li>• Involved in ILP Meetings</li> <li>• Complete 2 monthly reviews</li> <li>• Support Doctor's visits at Service Lead discretion</li> <li>• Shadowing support for new staff</li> <li>• Minute taking at Team Meetings</li> <li>• Portfolio such as Manual Handling Champion, EGL Champion or, if elected, H&amp;S Representative</li> </ul>
<p><b>Level 4</b>  <b>Or</b>  <b>3+ years</b></p>	<p>As for Level 0-3 and;</p> <ul style="list-style-type: none"> <li>• Facilitate House Meetings</li> <li>• Set agenda for and lead the Team Meeting</li> <li>• Prepare, implement and facilitate ILP Meetings</li> <li>• Support Doctor's visits</li> <li>• Mentor/buddy new staff and casuals as assigned</li> <li>• Intermediary between Service Lead and Support Workers L1-3</li> <li>• Ability to step into the Service Lead role as required</li> <li>• Support Advance Care Planning</li> <li>• Complete hazard control plans</li> <li>• Use Actor</li> <li>• Check financial House Expenditures</li> <li>• Archive folders</li> <li>• Update paperwork as required</li> </ul>

## PERSON SPECIFICATION

### **QUALIFICATIONS**

- A Full New Zealand Drivers Licence is a mandatory requirement  
*Full Non-NZ licences may be accepted for up to 12 months if assessed as valid by NZTA*  
*Restricted NZ licences may be accepted for up to 12 months whilst achieving a Full licence*
- NZ Certificate Health and Wellbeing Level 2-4 (or equivalent recognised by Careerforce)  
*If not held then must complete following start date of employment as below:*
  - *Level 2 within 12 months, and*
  - *Level 3 (Support Worker) within 36 months, and*
  - *Level 4 (Advanced Support) within 72 months.*
- First Aid Certificate.  
*If not held then training will be provided and must pass to acceptable standard.*

### **EXPERIENCE**

- Previous experience in the disability field is desirable

### **TECHNICAL COMPETENCIES**

- Ability to perform all physical aspects of the role without causing injury to themselves or others, please refer to guidance below regarding typical physical and mental demands
- Ability to communicate effectively with all members of the community and actively participate in building an inclusive environment for all
- The ability to problem solve and be solution focused
- Demonstrate a good level of organisation, planning and time management skills
- Basic knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint and Outlook
- Understands and complies with Nelson Marlborough Information Technology policies

### **BEHAVIOURAL COMPETENCIES**

- A genuine interest in the well-being and inclusion of people with disabilities
- Demonstrate a high level of commitment and responsibility whilst understanding and respecting the people we support, their families and other people involved
- Works effectively within a team environment, communicates well and shows continued enthusiasm for developing DSS
- Excellent sense of humour
- Ability to maintain professional boundaries and stay in role
- Ability to follow plans, implement strategies and ensure consistency in practice

## TYPICAL PHYSICAL AND MENTAL DEMANDS

- The job generally entails a light to medium physical demand level although very heavy lifting, pulling or carrying is possible in relation to the moving of people we support and may require:
  - Frequent lifting up to 16kg
  - Frequent bending at knees and/ or hips.
  - Kneeling
  - High grip strength (above 15kg / 50%)
  - Good cardiovascular fitness.
  - Standing and walking for long periods
  - Ability to reach overhead
  - Ability to reach below knee height
  - Ability to reach forward
  - Bilateral lift 10kg
  - Unilateral carry 10kg
  - Frequent pushing / pulling
- Employees walk about the work area frequently. Sitting is occasional.
- There is on occasion requirement for stretching and reaching across, especially for bed making and some cleaning tasks.
- Some climbing of steps or stairs may be necessary, depending on location.
- Twisting of the body or neck is likely to be necessary for some tasks such as vacuuming and lifting or moving of people we support.
- Contact with skin irritants or water is unlikely, other than for household cleaners and detergents and gloves are likely to be accessible if needed.
- Repetitive movements will be occasionally required for the performance of some tasks.
- Driving is likely to be required if duties include transportation to appointments, to activities, the fetching of groceries or if working at more than one location.
- Household cleaning equipment such as vacuum cleaners, mops, cooking utensils and laundry equipment is used frequently.
- Bending squatting or crouching movements are likely to occur occasionally when carrying out many daily household tasks.
- Mental skills necessary include cleaning, organisational, cooking and planning skills.
- Mental activities necessary include communication, practical, analysis and decision-making and organisational skills
- The workload can be variable with unpredictable intensity, requiring flexibility and strong personal coping skills and resilience.

## **APPENDIX 1**

### **General Responsibilities of an Employee of Health NZ | Te Whatu Ora Nelson Marlborough**

#### **1. Professional Responsibilities**

As an employee of Health NZ Nelson Marlborough, you are required to:

- Maintain any qualifications, including registrations and practising certificates, required for legal and safe practice.
- Keep yourself up to date on knowledge, best practices and legislation relating to your work.
- Make a personal contribution towards effective and efficient working relationships within your team and with other Health NZ Nelson Marlborough departments.
- Ensure you carry out your work in a way that is customer-focused and meets professional standards.
- In conjunction with your manager, identify your own training needs and plan to meet these needs.
- Manage your own time and prioritise your work effectively.

#### **2. Health, Safety and Wellbeing**

- Compliance with all health and safety legislative requirements.
- Compliance with the ACC Partnership Programme requirements.
- Compliance with all organisation-wide health and safety policies and procedures.
- Compliance with the Health and Safety Manual, any relevant chemical information and the emergency plan.
- Work is carried out in a healthy and safe manner and others are encouraged and assisted to work in the same way.
- Unsafe workplace conditions/practices (hazards) are identified, reported and mitigated/rectified early.
- Knowledge of identified hazards is kept up to date.
- Reportable event form is completed (via *Safety First*) for any accident or injury which has taken place at work, ensuring, in the case of injury, that your supervisor or manager is notified within 24 hours.
- Co-operation, support and promotion of occupational health and safety actions and initiatives in the workplace.

#### **3. Right to Raise Concerns**

- All employees of Health NZ Nelson Marlborough are expected and encouraged to immediately ask questions and raise any concerns/issues with their colleagues at their place of work, particularly if the care of a patient could potentially be compromised.
- All staff are expected to act professionally and to actively listen to the concerns or opinions of others being raised at the time.

#### **4. Child Wellbeing and Protection**

- Health NZ Nelson Marlborough is committed to identifying, supporting and protecting vulnerable children. The prevention of abuse and enhancing the wellbeing of children and their families aims to keep vulnerable children safe before they come to harm so they can thrive, achieve and belong. As an employee you are required to comply with all relevant legislation e.g. the Vulnerable Children Act 2014 and the Children, Young Persons and their Families Act 1989. You are also required to:
- Contribute to and support the organisation's strong commitment to a child centred approach to protect children across the region.
- Act at all times in the best interest of the children and young people, putting their interests first.
- Ensure collaborative working practices and recording and sharing of information to address abuse, suspected abuse or disclosure of abuse in a timely and appropriate fashion.



## **5. Legislation, Regulations and Board Policies**

You are required to be familiar with and adhere to the provisions of:

- All relevant acts and regulations
- All Board, hospital and department policies
- All relevant procedure manuals
- The “Employee Obligations” within Health NZ Nelson Marlborough’s Disciplinary Policy.

## **6. Confidentiality**

You are required to:

- Adhere to the Privacy Act 1993, the Health Information Privacy Code 1994 and subsequent amendments in regard to the non-disclosure of information.
- Maintain strict confidentiality of patient, applicant and employee information at all times.

## **7. Risk Management**

You are required to:

- Support and promote actions and initiatives in your work area which enable risks to be identified and eliminated or reduced.
- Be especially aware of those risks which have high cost or safety implications.
- Complete an accident/incident report for any accident, incident or near miss which has taken place at work.
- Respond to complaints according to appropriate policies.

## **8. Security**

You are required to:

- Wear your identification badge at all times when on site or when carrying out official duties.
- Notify Human Resources of any changes required for your ID badge.
- Report any suspicious or unusual occurrence to the security officer, orderly or telephone operator.
- Complete an incident report for any incident which has or might have compromised the safety of staff, patients and visitors.

## **9. Treaty of Waitangi**

Health NZ Nelson Marlborough is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi: Partnership, Participation and Protection.

## **10. Smokefree**

Health NZ Nelson Marlborough is a Smokefree Organisation. This applies to all staff and contractors working within Health NZ Nelson Marlborough buildings, grounds and vehicles. Staff are required to comply with the policy and ensure all visitors, patients and others are informed of the policy. This also applies to Health NZ Nelson Marlborough staff employed on Board business in the community.

## **APPENDIX 2**

The preferred candidate is required to complete a Pre-Employment Health Questionnaire. The table below outlines the tests to be carried out - depending on the nature of the position applied for.

<b>Condition</b>	<b>Information to include in Position Description</b>
TB Active	No person with active pulmonary or laryngeal tuberculosis (TB) is allowed to be at work in Health NZ Nelson Marlborough
TB Latent	Staff who expect to have contact with patients or infectious materials must have assessment of previous TB exposure at the time of employment
BBV	No person who is susceptible to hepatitis B is allowed to have contact with patients or human materials (e.g., blood) unless they have taken part or agree to take part in a blood-borne virus education, prevention and vaccination program
MRSA	No person colonised or infected with methicillin-resistant <i>Staphylococcus aureus</i> (MRSA) is allowed to work in clinical areas <sup>1</sup> New staff who will be working in clinical areas should be screened for MRSA if they have: <ul style="list-style-type: none"> <li>• a chronic skin condition</li> <li>• been working in an overseas healthcare facility in the last year</li> <li>• been MRSA-positive in the last year</li> </ul>
Skin	No person with a skin condition that by virtue of its site and type could be an infection risk is allowed to have contact with patients, food, microbiology samples or sterile items
Measles/Rubella	No person who is susceptible to measles or rubella is allowed to have contact with pregnant women.
VZV	No person susceptible to varicella-zoster virus (chickenpox) is allowed to have contact with newborn babies or pregnant women
EPP	No person who has detectable hepatitis B e antigen or high levels of hepatitis B virus DNA in their serum is allowed to undertake or assist with exposure-prone surgical procedures <sup>2</sup>

<sup>1</sup>Clinical areas include inpatient medical and surgical wards (includes Medical Units, AT&R Units, Surgical Wards, Paediatrics, Day Stay, Neonates and Women's Health). Screening does not apply to staff working in outpatient areas (e.g., clinics, Radiology, Respiratory Function lab) or in DSS, Mental Health or Drug and Alcohol services (transmission of MRSA is less likely and infection is rare in these sites.)

<sup>2</sup>Exposure-prone surgical procedure = a procedure where there is the potential for direct contact between the skin (usually finger or thumb) of the health care worker and sharp surgical instruments, needles, or sharp tissues (spicules of bone or teeth) in a blind or highly confined anatomic site such as a body cavity or in poorly visualised and/or confined body sites. Such sites include body cavities encountered during emergency and trauma procedures, abdominal, cardiothoracic, obstetric/gynaecological, orthopaedic and oral surgery.