

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Support Worker		
Reports to	Team Leader		
Location	Wairau		
Department	Live Life – Disability Support		
Direct Reports	Nil		Total FTE
Budget Size	Opex	Nil	Capex
Delegated Authority	HR	Nil	Finance
Date	April 2026		
Job band (indicative)	L0-L4 of LLDS Collective (dependent upon qualifications)		

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is 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

Key Result Area	Expected Outcomes / Performance Indicators
Service Provision	<ul style="list-style-type: none"> To provide professional, high quality individualised support to the people we support in Disability Support Services.
Respect & Relationships	<ul style="list-style-type: none"> 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.
Physical Assistance	<ul style="list-style-type: none"> 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.
Personal Care	<ul style="list-style-type: none"> 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
Daily Support	<ul style="list-style-type: none"> 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 LLDS policy.
Administration	<ul style="list-style-type: none"> 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 1st and occupancy sheets.
Models of support and service delivery	<ul style="list-style-type: none"> 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. 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.

Team Work	<ul style="list-style-type: none"> • Contribute to maintaining an effective team. • Attend and participate in meetings and reviews as required.
Growth & Representing LLDS	<ul style="list-style-type: none"> • Develop and maintain positive communication links with other service providers and support networks for the people we support. • Assist if required to provide communication support in order for the people we support to interact with others. • Use appropriate or agreed communication channels. • Maintain positive and welcoming relationships with family, friends and other service providers of the people we support. • Communicate verbally or in writing, any observations that may affect the person we supports activities and the running of the service.
Cultural Safety	<ul style="list-style-type: none"> • 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. • 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.
Sleepover Responsibilities	<ul style="list-style-type: none"> • 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"> a) required to be at the employee’s workplace; b) allowed to sleep at the workplace while on duty; c) required to be available to attend to his or her duties during the course of the night as necessary • Specific expectations as detailed in the DSS ‘Duties and responsibilities of a sleepover’ document and the SECA.
Awake Responsibilities	<ul style="list-style-type: none"> • Staff on awakes are expected to be awake for the entire shift usually 10pm through to 7am. • Each house will have a list of duties that can be carried out depending on the service users living in that home.
Professional Development	<ul style="list-style-type: none"> • Participates in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	<ul style="list-style-type: none"> • Participates in quality improvement processes in your area of work. • A quality, customer-focused service is provided at all times, which follows best practice.
General	<ul style="list-style-type: none"> • Additional duties as below. • Other duties as negotiated with your Manager.

Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place/ followed. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

About you – to succeed in this role

You will have

Essential:

- A relevant graduate and post-graduate qualification.
- Experience in implementing Te Tiriti o Waitangi in action.
- 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.
- 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 Health NZ Information Technology policies
- 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

Desired:

- Previous experience in the disability field

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*

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.

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

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
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- 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.