

SCHEDULE A - POSITION DESCRIPTION

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

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

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

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