

POSITION DESCRIPTION: SUPPORT WORKER (MENTAL HEALTH)

Job Title	Responsible To
Support Worker	Clinical Director Clinical Lead Human Resources

Function

To provide supervision and support in all required areas to the designated Pukeko Blue Ltd Service Users. To promote recovery in all Pukeko Blue Ltd community homes with Service Users who live with Intellectual, psychiatric, physical and medical illness and/or disability. To work in creating and maintaining the home environment, relationships and the lifestyle of each individual Service Users choice.

Functional Relationships

Internal	External
All Service Users All Staff Management Team Operations Coordinator Registered Nurses Enrolled Nurses House Coordinators	Community groups Families / Whanau Advocates External Agencies Allied & Other Health Professionals

Key Skills

- Previous experience managing challenging behaviours/ ability to problem solve and de-escalate crisis situations
- Flexible attitude, resilience and willingness to adapt to change.
- Ability to assess, record, and report changes to Service Users physical and mental presentation.
- Possess a current, clean New Zealand full drivers licence.
- Current first aid certificate.
- Ability to work alongside a diverse range of people with different support needs.
- Motivated, energetic, positive, enthusiastic.
- Demonstrate professionalism and integrity.
- Able to work independently and collaboratively to meet the needs of the Service Users.
- NZQA Mental Health & Addiction Level 4 or relevant qualification or willingness to engage/obtain.
- Ability to pass and maintain Medication Competency Assessments.

Primary Objective of the Position:

1. To support Pukeko Blue Ltd Service Users in the mental health service by maintaining a high quality of life, a quality home life, and encourage full participation in all aspects of daily life.
2. Pukeko Blue Ltd Support Workers are expected to function in accordance with the Treaty of Waitangi and Pukeko Blue Ltd Policies and Procedures and to engage in professional development including attendance of Pukeko Blue Ltd training and development workshops.
3. Pukeko Blue Ltd Support Workers are also encouraged to contribute to Policy and Procedure reviews, planning activities and quality initiatives in line with Pukeko Blue Ltd Continuous Improvement Policy.
4. Know and understand Pukeko Blue Ltd Mission Statement and Philosophy and abide by the Code of Conduct at all times.
5. To improve the health and wellbeing of all Service Users in Pukeko Blue Ltd.

Responsibility/Outcome	Performance Standards
Service User support.	<ul style="list-style-type: none"> • Service User support meets Health and Disability Sector Standards and in accordance with Health and Disability Codes of Rights and Pukeko Blue Ltd policies and systems. • Follow and adhere to Service User care plans and behaviour crisis risk plans. • Assist clinical team as required in reviewing behavioural management and support care plans. • Support and encourage Service Users in gathering information to make informed choices. • Service User's behaviour is managed as in accordance with individual support/care plans. • Constantly maintains safe, Service User focused support. • Promote and maintain a homely environment. • Prepare meals ensuring the specific dietary needs of individual Service Users are catered for. • Provide personal care where necessary of Service Users, including shower/bathing, shaving, toileting, dressing, feeding, medication administration etc. • Encourage independence and autonomy with each Service User. • Implement/develop and review individual social and recreational wellbeing plans. • Provides knowledge and support to access and utilise resources within the wider community. • Provide support for Service Users to participate in leisure activities and community activities according to individual care plans. • Liaise with and support family/whanau of Service Users. • Interview Service Users and assess nature and extent of difficulties. • Monitor and record any changes of health status or care, reporting to RN as necessary • Listen to concerns and problems Service Users may identify, and advocate as necessary. • Administer medication according to policy and procedure. • Maintain confidentiality of Service User information. • Encourage and support Service Users to maintain an appropriate standard of personal hygiene and appearance and assist when necessary. • Responsible for the day to day running of the house, household petty cash, assist in meal prep, general cleaning, washing and maintaining a standard of hygiene and appearance acceptable to health and safety requirements. • Promote and advise Service Users how to budget and manage week to week finances and to liaise with the Operations Coordinator. • Undertakes the role of a Key Worker. • Respect cultural identities and needs.

Responsibility/Outcome	Performance Standards
To maintain a safe working environment.	<ul style="list-style-type: none"> • Organises and records monthly fire evacuation and sends reports to Operations Coordinator when due. • Know emergency procedures. • Keeps emergency exits clear. • Reports and records accidents and incidents incurred on Vcare, and notifies relevant source. • Use all equipment as instructed. • Reports any defects, breakages or risks promptly via risk report directly to the Operations/Health & Safety Coordinator. • Maintain security - locks doors and windows and complete security checks. • Can carry out First Aid, takes responsibility for maintaining current First Aid Certificate. • Adheres to Infection control principles and practice • Delivers safe care in accordance with Pukeko Blue Ltd policies and procedures.
Working as part of a team in a professional manner.	<ul style="list-style-type: none"> • Interacts professionally and respectfully with all members of staff at all times. • Maintains confidentiality of all Information in accordance with the Privacy Act 1993 and Health Information Privacy Code 1994 for Service Users and staff. • Takes responsibility for personal improvement. • Accepts feedback regarding work performance, acknowledging areas for improvement and working towards achieving them • Endeavours at all times to work alongside team members to maintain a Service User focused and positive team environment. • Is punctual for duty. • Accepts change, growth, new ideas and constructive criticism. • Liaise with house RN to resolve concerns/issues if general attempts are not successful.
Documentation.	<ul style="list-style-type: none"> • Ensure all Service User's information and documentation is recorded accurately and completely up to date. • All information and progress reporting are entered into the Vcare system in timely manner. • Competent in using the Vcare system.
Professional development: (Undertakes and completes initial and ongoing training).	<ul style="list-style-type: none"> • Staff orientation is completed. • Health & Safety. • Infection control. • Treaty of Waitangi. • First Aid. • NZQA recognized/relevant Mental Health & Addiction Qualification and/or NZ Certificate in Health & Wellbeing (Apprenticeship) Level 4 /Mental Health Strand. • Attends quarterly In-house Training.
Medication administration	<ul style="list-style-type: none"> • Ensure correct medication is administered. • Administering prescribed medications as per Pukeko Blue Ltd policies and procedures • Utilising alternative techniques before administering PRN medication. • Assessing the needs of Service Users before administering PRN, with RN approval. • Medication Competency completed as per Pukeko Blue Ltd policies and procedures • In the event of med error, RN notified and medication re-training needs to be completed

Responsibility/Outcome	Performance Standards
Dress standard/ appropriate standard of hygiene.	<ul style="list-style-type: none"> • Appropriate dress, as per Pukeko Blue Ltd Code of Conduct.

This Position Description is indicative only and is not limited to the above duties and responsibilities.

Pukeko Blue Ltd reserves the right to amend the Position Description from time to time according to business needs. Any changes will be confirmed in writing.

Please note; you share with Pukeko Blue Ltd the responsibility for making suggestions to alter the scope of your duties and improve effectiveness of your position.

Please sign and print your name and date below to indicate your acceptance of this Position Description.

Employee Name & Surname:
Employee Signature:
Date: