

PROGRESSIVE POSITION DESCRIPTION SUPPORT WORKER / SENIOR SUPPORT WORKER

Job Title	Responsible To
Support Worker Senior Support Worker	Human Resource Manager Service Managers Clinical Team

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 Operations Coordinator Management Team Registered Nurses Enrolled Nurses	Community groups Families / Whanau Advocates External Agencies Allied and Other Health Professionals Government Agencies

Key Skills

- Possess a current, clean New Zealand full driver's licence.
- Current First Aid Certificate or willing to undertake and complete
- Minimum of New Zealand Certificate in Health and Wellbeing Level 2, or willing to engage/obtain within first 12 months of employment.
- Pathway onto New Zealand Certificate in Health and Wellbeing Level 3 (Support Work) and (Advanced Support) Level 4.
- Ability to build relationships with people of all ages and backgrounds.
- Demonstrate professionalism and integrity.
- Able to work independently and collaboratively to meet the needs of the Service Users.
- Previous experience and training supporting people in the health and wellbeing sector.
- Able to demonstrate time management skills and manage complex work load.
- Ability to demonstrate leadership qualities and guide/support less experienced Support Workers.
- Basic computer literacy.
- Strong English language communication skills both written and oral.

Primary Objective of the Position:

1. To support Pukeko Blue Ltd Service Users in the 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 NZQA recognized qualifications.
3. Pukeko Blue Ltd Support Workers are encouraged to contribute to Policy and Procedure reviews, 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. Be Service User focused and strive to improve the health and wellbeing of all Service Users in Pukeko Blue Ltd.

Responsibility	Performance Standards
Meeting the needs and goals of the Service User: (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. • Understands and can demonstrate the support required by the Service User's individual support and behavior management plan. • Participate in reviewing behavioral management and support care plans. • Keeps up to date knowledge and understanding of the individual support requirements of each individual Service User. • Support and encourage Service Users in gathering information to make informed choices. • Service User's behavior is managed as in accordance with individual support/care plans. • Constantly maintains safe, Service User focused support. • Promote and maintain a homely environment. • Ensure the specific dietary needs of individual Service Users are catered for. • 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 and supports the use of government institutions within the wider community. • Actively involved in part of the funding processes and/or reports to relevant government bodies. • Encourage Service Users to participate in leisure activities and community activities according to individual care plans. • Liaise with and build effective relationships with 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. • Responsible for the day to day running of the house, household petty cash, assist in meal preparation, 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	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 and 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 positive working relationships with co-workers. • 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. • Endeavors 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.
Vcare - Electronic Patient Management System (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.
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. • Ability to pass and maintain medication competency. • In the event of medication error, RN notified and Medication re-training needs to be completed.

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.