

POSITION DESCRIPTION

COMMUNITY SUPPORT WORKER

Pact is a leading service provider for people with intellectual disabilities and people experiencing or recovering from mental illness. Pact is about people. In all that we do our clients and staff come first. Our staff are professional, supportive and passionate about the people we support. Our role is to encourage individual solutions that help people take control of their lives, foster self belief and connect people to their communities

Our Mission: *Supporting people to lead fulfilling lives*

Our Vision: *Service of choice Employer of choice Provider of choice*

Our Values: *We are supportive, professional, vibrant and innovative in all that we do*

Our attitudes

We work smart, we build relationships, we are vital and we drive change, for the betterment of clients, families, staff and the sector

Together our mission, values and attitudes represent our core ideology – the foundation for Pact achieving our vision

General description

Purpose – Reporting to the relevant services manager/service coordinator, the primary purpose of the role is to provide day to day support to clients. This involves undertaking duties in order to deliver a service for clients in a manner, which adheres to a client's plan.

The role requires modelling Pact's attitudes and values, which reflects the desired culture for Pact. This will be demonstrated by how the support worker applies the Pact values and attitudes in undertaking their day to day work.

Success in the role will be achieved by placing focus and delivering on the key result areas whilst personally demonstrating the skills, knowledge, competencies and attributes required.

Dimensions

Responsible to: Relevant Services Manager or Service Coordinator

Responsible for: People whom Pact supports

Employment status/Hours: As contracted

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KEY RESULT AREAS	PERFORMANCE INDICATORS
<p>Organisational Leadership</p>	<ul style="list-style-type: none"> • Model the way by: <ul style="list-style-type: none"> • Setting a personal example of what is expected of team and other colleagues • Building commitment to Pact's values and attitudes • Inspire a shared vision by: <ul style="list-style-type: none"> • Painting a "big picture" of what Pact is trying to accomplish • Describing with conviction the purpose of the work of Pact • Challenge the status quo by: <ul style="list-style-type: none"> • Challenging staff to try out new and innovative ways to do their work, whilst remaining within Pact's policies and procedures • Ensuring achievable goals are set, planning thoroughly and establishing measurable milestones for work projects • Enabling others to act by: <ul style="list-style-type: none"> • Developing cooperative relationships with colleagues • Facilitating staff development and learning • Encourage the heart by: <ul style="list-style-type: none"> • Demonstrating confidence in staff's and clients abilities • Celebrating staff's and clients accomplishments
<p>Client support and activities</p>	<ul style="list-style-type: none"> • Clients are integrated into community life on their own terms, valued for their abilities, recognised for their diversity and interdependence and have their human rights protected • Clients have choice wherever practical and control over where and with whom they live. They take a central role in deciding what they do and the types of services, supports and activities they participate in • Clients are actively involved in a respectful partnership to design, deliver and document highly individualised services and support that is person centered and committed to the on-going pursuit of independence and personal fulfillment. • Clients are well supported to identify and develop natural supports and relationships • Community resources are accessed to enhance clients community participation and involvement • Evidence of active promotion of the service that benefits the service and Pact's reputation • Evidence that clients receive services that are user-centred, flexible and responsive to client abilities, skill, needs and personal goals • Evidence that clients receive appropriate support in the areas of access to employment and education, accommodation, daily living activities including cooking and cleaning where required, budgeting, shopping and use of recreation time • Clients supported with a personal care, household and

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	<p>support duties to the expected standards. This may include but is not limited to personal care needs, prompting or help maintaining acceptable levels of personal hygiene</p> <ul style="list-style-type: none"> • Client's meals are catered for meal times are managed in liaison with the clients, taking into consideration their needs, expectations, capabilities and their current activities • Clients place of dwelling is kept clean • Clients are actively supported with household and financial management • Clients are encouraged to participate in daily activities within their community • Clients are actively engaged and encouraged to participate where appropriate in daily household activities inclusive of cooking and cleaning. Ensure consistent and acceptable standards of hygiene and safety are maintained at all times • Evidence that support plans, risk plans and lifestyle plans are developed and regularly reviewed with the clients and collaboratively (where relevant) with the family/whanau/legal representative or an advocate • Referring services provided with an opportunity to contribute to support planning with the consent of clients • Evidence is available that support planning is focused on supporting clients to realise their individual capacity for physical, social, emotional and intellectual development. • Undertake the primary support worker function as required for an elected client. Overseeing the personal plan including goals ensuring it is kept updated and is being actioned.
Medication	<ul style="list-style-type: none"> • Ensure strict compliance with medication procedures for clients in line with Pact's medication policies and procedures • Appropriate support is provided to assist clients with their development of personal responsibility towards medications where required
Client Documentation (Personal Plans)	<ul style="list-style-type: none"> • Ensure all client processes are accurately documented • All documentation is completed in a timely manner as per policy and procedure
Service Development and Quality Assurance (actively contribute and ensure continuous quality improvement activities within the service)	<ul style="list-style-type: none"> • Client records are up to date and fully completed on the client management system • Policies and procedures adhered to (service delivers on client outcomes and quality assurance)
Outcomes Measurement System	<ul style="list-style-type: none"> • Demonstrate effective utilisation of and contribution to 'outcomes' using the client outcomes measurement system

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<p>Relationship Management (the ability to build and maintain professional practice and networks)</p>	<ul style="list-style-type: none"> Actively encourage clients to develop new and maintain existing relationships with their families and friends Encourage involvement of family/whanau and wider communities Encourage and facilitate the development of peer support relationships where applicable Respect client's rights and act accordingly Ensure and maintains effective relationships with local service delivery agencies and consumer advocacy bodies Encourage clients to attend all relevant meetings and programmes Ensure and respect clients confidentiality at all times
<p>Communication (the ability to communicate effectively, to clearly convey information and to respect confidentiality)</p>	<ul style="list-style-type: none"> All communication with clients, families, colleagues, direct reports, support workers are clear and respectful at all times and respect the boundaries of ethics and confidentiality Demonstrate professional, ethical, cultural behavior in all dealings with the clients and colleagues Work in a culturally safe and respectful manner mindful of the cultural diversity of our community Participate when required in communicating with external agencies for the benefit of clients and the organisation
<p>Team Member (individual responsibilities, actions and contributions enhance the success of the service)</p>	<ul style="list-style-type: none"> Value individual effort, innovation and creativity Assist Pact to meet relevant performance outcomes including all compliance requirements Promote a positive image of the organisation within the wider community Adhere to workplace policies and procedures to ensure a consistent approach is taken to the achievement of great outcomes for clients and their families Actively promote and drive the vision, purpose and values and build the desired team and work environment Actively drive the continual expansion of one's own professional capabilities and sharing of knowledge and skills facilitating others to expand their capabilities Team meetings attended on a regular basis
<p>Professional, Personal and Performance Development</p>	<ul style="list-style-type: none"> Investigate own personal and professional development needs based on specific job-related competencies Maintain a current knowledge of relevant issues, trends and practices Actively engage in your own performance development process with the manager which contribute to the overall success of self and the team Knowledge and skills base required and extended on for effective performance Formal support or supervision attended as directed by management Further education training are undertaken as and when required

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<p>Risk and behaviour management (the ability to actively contribute to risk management activities within the service)</p>	<ul style="list-style-type: none"> All concerns about clients wellbeing or safety, or them becoming a risk to themselves or others are escalated to the relevant manager Evidence of Risk Management Plans (RMP) being in place, and current, for all clients (where applicable)
<p>Health and Safety (participate in and comply with the requirements of the H&S Act and associated Pact policies)</p>	<ul style="list-style-type: none"> Have knowledge and understanding of health and safety policies and procedures, and safe working practices Have knowledge and understanding of health and safety, fire and infection control manuals Follow risk management processes, in accordance with Pact policies and procedures Promote Health and Safety in the workplace and ensure incident reporting and hazard identification and minimization reported to manager Observe safe working practices in carrying out the required duties Inform relevant manager of any perceived risks identified as soon as is practical
<p>Any other reasonable requests as assigned by the Service Coordinator/Manager</p>	

Working relationships

The Support Worker will develop and maintain functional working relationships with the following:

Frequent contact

Nature of contact

Relevant Service Manager/Service Coordinator	Reporting manager/support/advice
Operational support staff	Collegial advice, support, joint planning
Clients	Support/advice/advocacy
Family/Whanau and significant others	Collaboration/consultation/advice
Staff at all levels	Collaboration/consultation/advice
Other agencies as required	Collaboration/consultation/advice

Essential requirements

- ❖ Prior knowledge and/or experience in accessing community resources and networking skills
- ❖ Ability to maintain high level of discretion and confidentiality at all times
- ❖ Demonstration of good written communication – accurate
- ❖ Ability to manage tasks to set time frames
- ❖ Familiar with Treaty of Waitangi responsibilities
- ❖ Excellent interpersonal communication skills
- ❖ Ability to work unsupervised and take responsibility for clients
- ❖ Working knowledge of Microsoft Office suite and ability to learn new computer systems
- ❖ Intermediate level of computer literacy in Microsoft software and multi-media systems including Word, Outlook (Email), internet and intranet

- ❖ Ability to use a variety of skills to engage people in a wide range of situations in achieving quality client outcomes
- ❖ Belief in and commitment to Pact's Vision & Mission and application of Pact's Values and Attitudes in day to day work
- ❖ Ability to inspire peers and clients
- ❖ Self motivation, imagination and drive
- ❖ Strong networking and relationship management skills
- ❖ Ability to think creatively and outside the square
- ❖ High level interpersonal and verbal communication skills including conflict resolution, negotiation and problem solving
- ❖ Perseverance and tenacity to reach an end goal
- ❖ Working effectively with individual who may have challenging behaviours and complex needs
- ❖ Knowledge of or empathy with the complexity of working with people with disabilities
- ❖ A current valid full NZ drivers licence

Desirable qualifications, skills, knowledge and experience

- ❖ Two years' experience in the Health and/or disability sector or an equivalent appropriate National Certificate / Diploma
- ❖ An understanding of quality management systems
- ❖ An attitude that strives towards innovation and best practice
- ❖ Organised and systematic
- ❖ First Aid certificate to be obtained within your first 3 month of employment

➤ **Personal attributes**

- Demonstrate Pact's values in day to day work
 - Supportive
 - Professional
 - Vibrant
 - Innovative
- Demonstrate Pact's attitudes in day to day work
 - Work smart
 - Build relationships
 - Drives change
 - Be comfortable with change
 - Demonstrate coaching and consulting approach to work
 - Demonstrate teamwork and co-operation
 - Demonstrate a people focus
 - Able to work under pressure
 - Comfortable challenging status quo
 - Demonstrate Integrity
 - Be trustworthy
 - Be approachable

➤ **Desirable personal attributes**

- Demonstrate a customer focus
- Demonstrate an empathy for people
- Positive attitude to life
- Enjoyment of life

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- Adaptable to new situations
- Good sense of humour

Key competencies / personal attributes

<p>Business Knowledge – Is the ability to understand the make-up and interrelationships of the various components that are critical to the success of an organisation.</p>	<p>Change Management – is the ability to establish trust in relationships with others, be a visionary, take a proactive role in bringing about change, build supportive relationships with others, encourage others to be creative, and identify problems critical to business success.</p>
<p>Customer Focus – is the ability to respond to customer needs in a manner that provides added value and generates significant customer satisfaction. (“Customer” refers to both staff and clients)</p>	<p>Coaching and Consulting - is the ability to provide appropriate advice, feedback and development resources to improve the effectiveness of individuals and teams</p>
<p>Planning and Organising – is the ability to establish clear objectives and organise duties for self, based on the goals of the strategic business plan. Able to identify resources required to meet goals and objectives. Seek guidance when goals or priorities are unclear.</p>	<p>Teamwork and Cooperation – is the ability to maintain harmonious and effective work relationships, and possessing the ability to adapt to the changing priorities and demands. It includes sharing information and resources with others to promote positive and collaborative work relationships.</p>
<p>Valuing diversity and human rights - appreciating the strengths, insights and ideas of people; being curious to build awareness of differences and supporting diversity in others, striving to uphold the human rights of individuals.</p>	

I have read the job description for my role and agree to act in accordance with Pact’s mission, vision, values, policies, procedures and with the key result areas and key performance indicators as outlined.

Name _____ Date and signature _____