



Whangarei Office:

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Mid/Far North Office:

19 Homestead Road, Kerikeri, 0230
 Phone: 09 401 6657 / 0800 729 787
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SUPPORT WORKER POSITION DESCRIPTION

RESPONSIBLE TO: The Co-ordinator / Home Support North Charitable Trust Office.

PRIMARY OBJECTIVE: In partnership with Home Support North Charitable Trust & the Client to meet the identified support needs of the Client:

- To encourage independence.
- To carry out all supports to maintain Client independence inclusive of Household Management & Personal Cares allowing the Client to remain in their own environment in the community of their choice.
- To provide a quality standard of support in the safest way possible.
- To work within set boundaries so as to not pose harm to yourself or any Client.

Duties & Responsibilities		
Key Tasks	Requirements	KPI's
New Clients	<p>Read Support Plan & Hazard Control Plan before commencing any duties.</p> <p>Be clear about responsibilities and own ability to undertake them.</p>	<p>Questions or ideas relating to the Support Plan are discussed with the Co-ordinator and approval is gained before any changes are made.</p> <p>Allocated Supports will be provided as per Service Delivery Plan & confirmed by the Client.</p> <p>Personal Grooming & hygiene will be maintained.</p> <p>Personal Privacy & dignity is respected.</p> <p>Co-ordinator Monitoring.</p>
Household Management	<p>As identified on a Client Support Plan to meet Clients needs.</p> <p>Which could include: Basic household cleaning tasks, laundry, meal preparation, shopping. (Does NOT include windows, ovens, ceilings or requirements to stand on ladders or stools).</p>	
Personal Support	<p>As identified on a Client Support Plan to meet Clients needs.</p> <p>Which could include: Showering, bed bath, dressing, medication, safely checks.</p>	
Hazard Management	<p>Identify with Client Hazard Control plan.</p> <p>Notify any changes or additional hazards immediately to the office.</p> <p>Add to Client Hazard Control Plan.</p>	
Confidentiality	<p>Confidentiality of Client information is in accordance with the Privacy Act.</p>	

Duties & Responsibilities continued		
Key Tasks	Requirements	KPI's
Relationship (Client)	Develop an effective relationship with the Client. Behavior reflects respect for the Clients needs; <ul style="list-style-type: none"> • Cultural • Social • Spiritual 	Client / Family / Whanau Feedback.
Relationship (Office)	All communication with office staff, other Support Workers is courteous, respectful, non aggressive & honest. Concerns / feedback is prompt and constructive.	Support Worker feedback. Office staff feedback recorded. No negative feedback recorded.
Independence	Promoting and supporting Client independence. <ul style="list-style-type: none"> • Your behaviour encourages as much Client independence as possible. • Support provided will not hinder the Client's usual activities as much as practicable. 	Client will not become dependent on Support Worker to do more
Communication	Communication with the Client, office, family, Support Workers is courteous, open, thoughtful & sensitive.	Refer to Code of Conduct. There will be no disciplinary issues around breaches.
Contactable	Be contactable. Either a mobile/smart phone & internet.	
Boundaries	Maintain professional boundaries. Do not: <ul style="list-style-type: none"> • Do duties outside of support plan. • Get involved in Client finances. • Become involved in Client personal or family issues. 	

Work Practice		
Key Tasks	Requirements	KPI's
Timekeeping	Present on time for work. Complete full designation of hours. Work efficiently & effectively. Do not change times / days / hours of work without prior approval of the office.	All allocated hours are worked. Client signed timesheets. Timesheet claims will reflect rostered hours.
Hours of Work	Meet & accept hours of work as per Individual Agreement. Identify any NON replaced Short Notice Cancellations. Notify the office if your Guaranteed Hours are not being met and actively work with the office to fill all Guaranteed Hours.	Working all hours as per agreement.
Presentation	Wear your name badge. Present in a clean and neat manner and wear appropriate footwear.	Client feedback.
Non Attendance	All non attendance at work requires instant notification to the office / after hour's service, prior to start time.	Office will record notifications.
Leave	All leave requires a minimum of two weeks notice.	Notice not given.
Documentation	Timesheets completed accurately & submitted on time. Communication books, accurate, timely and factual.	Client Signature. Evidence as and when required.

Reporting Requirements

- Report any incidents, injuries, staff issues, conflict immediately to the office.
- Not to discuss Staff, Support Workers, Clients or their family outside of the work environment or place comments or images on any social media.
- Report any work related pressure or stress immediately to office.
- Report any Health & Safety issues.
- Any foreseeable failures to meet deadlines to be discussed immediately upon identification with the office.
- Report any non-attendance to work prior to your expected start time to the office. Identify any shifts you have scheduled or require attention on the day of non-attendance.

Participation

Key Tasks	Requirements
Health & Safety	Actively participate in Health & Safety & report any concerns & complete incident reports as required. Report any new Hazards identified.
Staff Review	Actively participate in staff reviews annually.
Quality Improvement	Identify any ideas for improvement. Promote and reflect quality standards.
Training	Attend Induction. Participate in Manual Handling within three months of employment & 2 yearly refreshers. Attend training days as requested and participate in a positive way. Actively participate in professional development & goal setting.
Work Related Injury	Notify office immediately & complete incident process. Work in a positive manner towards rehabilitation and return to work pre-injury status.
Health Monitoring	Be pro-active with management of own personal health and conditions. Identify any limitations / risk in your own work environment. Report un-wellness immediately and prevent transfer to Clients by not attending work when sick. Practice good handwashing and wear protective gloves as required.
Information	Read all information supplied and stay familiar with best practice which would include; <ul style="list-style-type: none"> • Support Worker Handbook. • Support Worker Newsletters. • Changes / Updates to Support Worker Handbook. • Policy Changes. • Feedback in writing any concerns / thoughts to changes immediately to the office

Employee Signature		Date	
Employee Name			
Employer Signature		Date	
Employer Name			
Designation			