



Support Worker Position Description

Our Vision

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.

Our Mission

To continue the healing mission of Jesus Christ.

Our Values

Hospitality Manaakitanga

A welcoming openness to all; to the familiar and the mystery of self, people, ideals, experience, nature and to God.

Compassion Aroha

Feeling with another in their discomfort or suffering and striving to understand the other's experience with a willingness to reach out.

Respect Whakaute

An attitude treasuring the unique dignity of every person and recognising the sacredness of all creation.

Justice Tika

A balanced and fair relationship with ourself, neighbour, all of creation and God.

Excellence Hiranga

Giving the optimum standard of care and service within available resources.

Role, Purpose and Scope

The role of Support Worker is to provide routine care for people with health and ability needs.

Authorities

As per St John of God Hauora Trust's Management Authority Matrix and as delegated by the Chief Executive Officer.

1 Key Relationships

Reporting Relationships	
Responsible to	Registered Nurse Enrolled Nurse
Responsible for	Nil.
Functional Relationships	
The Support Worker will develop and maintain excellent relationships with the following colleagues, customers and clients for the purposes stated below.	
Internal Relationships	
Who does the job holder work or interact with inside St John of God Hauora Trust	The purpose and frequency of these interactions is to:
Care recipients	Delivery of high quality services that support care recipients in a manner consistent with mission, values and contractual requirements.
Regional Manager Health and Ability Services	Share information and take direction on the delivery of all health and ability services.
Manager Residential Clinical Support	Provide direction and delegation to all clinical employees.
Nurse Unit Manager/Registered Nurse/Enrolled Nurse	Share information and take direction on the delivery of all health and ability services.
Health and Ability Services staff	Communication and interaction as necessary to facilitate delivery of all health and ability services.
Chief Executive Officer and Trust Office managers and staff	Discharge responsibilities involving: finance and procurement, project management, business development and communications, human resource, information technology & communication, Mission, risk management, quality monitoring and management and health and safety.

External Relationships	
Who does the job holder work or interact with outside St John of God Hauora Trust	The purpose and frequency of these interactions is to:
Care recipients families and representatives	Liaison as required to ensure good flow of information, effective problem solving and delivery of excellent services.
Contractors and bureau staff	Safe and effective delivery of services.
Professional bodies and unions	Ensure effective liaison between St John of God Hauora Trust, unions and professional bodies.
Volunteers	Communicate appropriate health and ability information with volunteers.
Visitors	Facilitate appropriate visiting arrangements.

2 Key Result Areas

2.1 Deliver Services to a High Standard

2.1.1 Key Responsibilities Include

- Perform all health and ability functions necessary for care recipients as directed by the Registered Nurse or Enrolled Nurse.
- Provide services in a manner that meets the cultural needs of service recipients.
- Behave in a manner consistent with St John of God Hauora Trust Mission and Values.

2.2 St John of God Hauora Trust Practice

2.2.1 Key Responsibilities Include

- Keep current and comply with St John of God Hauora Trust's systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.
- Make best endeavours to honour obligations to tangata whenua, mana whenua under Te Tiriti o Waitangi.
- Provide high quality, professional services and showing courtesy and respect in interactions.
- Demonstrate an honest respect for and appreciation of biculturalism and diversity by supporting fair treatment and equal opportunities for all.
- Contribute to the sustainability efforts of St John of God Hauora Trust through the responsible use of resources and equipment.
- Demonstrate commitment to professional development, taking advantage of learning opportunities.

2.3 Risk Management

2.3.1 Key Responsibilities Include

- Contribute to proactive risk management for St John of God Hauora Trust, consistent with risk management policies and practices across the organisation.
- Provide robust and well considered advice to management on relevant risk, assurance and business improvement matters.

2.4 Health and Safety

2.4.1 Key Responsibilities Include

- Comply with Occupational Health and Safety Legislation and Regulations.
- Observe and role model all St John of God Hauora Trust's safe work policies, procedures and instructions.
- Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace.

2.5 Mission

2.5.1 Key Responsibilities Include

- Understand, support and promote the Mission and Values of St John of God Health Care.
- Demonstrate attention to the needs of the client to privacy, dignity and the maintenance of confidentiality.
- Provide a positive and supportive environment for colleagues.

2.6 Projects or Other Duties

Carry out other duties which may reasonably be required from time to time in the course of St John of God Hauora Trust's business and which fit the role's purpose as stated, and for which the position holder is qualified or has received adequate training or instruction.

3 Key Tasks

The following are key tasks of the role but this is not exhaustive and other tasks can be added at the discretion of management.

- Provide care for people with a range of abilities, role modelling best practice and striving for excellence in care;
- Assist with completing documentation and reports as required;
- With guidance, identify and follow through on quality initiatives and document;
- Participate in relevant lifestyle planning and team meetings as requested;
- Accurately document and report using IT skills;
- Assist with housekeeping;
- Contribute to orientation and training of new staff;
- Maintain a safe, tidy and hygienic environment;
- Implement infection control strategies;
- Monitor, identify and mitigate hazards;
- Participate in team meetings as required;
- Report care related information as necessary.

4 Performance Criteria

St John of God Hauora Trust has a Performance Management System which is undertaken annually. During this process, the manager and staff member will discuss and agree what contribution the staff member is expected to make during the review period towards achieving St John of God Hauora Trust's objectives. Objectives (consistent with the Key Result Areas and Behaviours in this Position Description and St John of God Hauora Trust's Strategic Plan); performance measures (indicators of achievement) and the support (including development) required by the staff member to achieve these objectives will be agreed.



Support Worker Person Specification

Education

- No specific requirements.

Candidates shortlisted for interview will be required to present original documentation and photocopies of qualifications at the initial interview. Human Resources will verify the qualifications, and arrange for validation by the awarding bodies.

Required Registrations/Certificates/Licences or Memberships

- A current first aid certificate may be required.
- A National Certificate in Health and Wellbeing or equivalent (preferred).

Technical or Professional Knowledge, Skills and Experience

- Experience in caring for people with physical and neurological disability in particular but not restricted to traumatic brain injury, Multiple Sclerosis, Huntington's Disease, Cerebral Palsy, and stroke.
- Broad knowledge of infection control guidelines.
- Have a willingness and ability to role model leadership.

Candidates who successfully reach the final stages of the selection process for this role will be required to undergo Criminal Conviction screening. A satisfactory report from the relevant agency will be a condition of employment.

Behaviours

Customer Focus

Developing and sustaining productive customer relationships and making their needs a primary focus of one's actions.

Contributing to Team Success

Actively participating as a member of a team to move the team toward the completion of goals.

Work Standards

Setting high standards of performance for self and others, and assuming responsibility for successful completion of tasks.

Continuous Learning

Actively identifying new areas for learning, seizing learning opportunities, and learning through the application of newly gained knowledge and skills.

Decision Making

Making logical and informed decisions using a methodical, thorough process to choose between alternative courses of action.

Gaining Commitment

Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans.

Communicating with Impact

Clearly conveying information and ideas through a variety of media in a manner that engages the audience and helps them understand and retain the message.

Managing Work (Includes Time Management)

Effectively managing one's time and resources to ensure that work is completed efficiently.

Responsiveness

Acts fairly and impartially in all dealings with others, respecting their rights and needs, demonstrating an understanding and respect for Maori, Pacific peoples' and ethnic minorities' values and beliefs. Incorporates cultural responsiveness and Equal Employment Opportunities principles into work practices and promotes Equal Employment Opportunities policy to peers and others.