



Community Connections

Position Description – Support Worker

Date: February 2016, Version: 2, Review: September 2018

Reporting to:

-Coordinator (and Team Leader as assigned)

Purpose:

-The primary role of the support worker is to support disabled people to live in their own homes and connect with their community. The support offered will be identified through a personal plan negotiated with each individual

Overall responsibilities:

- To develop and maintain a respectful and professional working relationship with the individual receiving support
 - To liaise with other direct support staff who are involved with the individual(s) supported
 - Actively check and manage the safety of each workplace
 - Identify and record any hazards or risks in individual Intentional Safeguard Plans and Hazard Register
 - Ensure all incidents, injuries and hazards are reported to the
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appropriate person

-Elect and share information with Health and Safety Representative

-To work cooperatively with other Community Connections' staff, NASC agencies and the individuals' networks including family and whanau

-To work in partnership with individuals implementing support plans

Specific Duties	Performance Indicators
<p><u>To individuals:</u></p> <ul style="list-style-type: none">a. To develop and maintain a positive and professional working relationship with the individual(s) receiving supportb. To implement each individual's personal support plan through teaching and helping the person keep control of their life to the greatest extent possiblec. To support the individual to identify personal goals, interests and needs and contribute these in the planning processd. To develop and maintain positive relationships with others including family and whanau who have a key role in the individual's lifee. To assist the individual with any complaints they may have. To positively work through any issues with the individual that may arise from any incidentf. To strengthen and develop the individual's networks including	<ul style="list-style-type: none">a. Individuals supported can report a positive working relationshipb. All staff supporting the individual are working to a current plan agreed by the individual. Teaching of new skills as identified in the plan occurs. Works to agreed rosters. Keeps coordinator informed of any changes relating to agreed work.c. Goals, interests and needs are documented, individual plans are participated ind. Positive relationships reported by other people in the individual's life. Record of contacts is maintainede. Complaints and incidents are reported to Coordinators and a process of resolution is recordedf. A network of people other than paid support staff can be identified by the individual supported. Activities occur within community settings. Support worker has well developed links

<p>supporting naturally occurring networks that link a person to their community. Focus on inclusion and facilitation of the concept of 'a good life' for individuals supported</p> <p>g. To provide support that is culturally safe</p> <p>h. To act as Key Worker for designated people (refer Key Worker job description) when Coordinator/Team Leader deems this is appropriate</p>	<p>with others relevant to the individual and can demonstrate work practices that reflect community inclusion</p> <p>g. Individuals can report culturally safe support. Support worker seeks guidance from coordinator when required</p> <p>h. Key worker role is undertaken according to Community Connections' standard</p>
<p><u>To other support workers:</u></p> <p>a. To work in partnership with other support staff maintaining positive and professional standards in the workplace</p> <p>b. To attend regular staff meetings and regular coaching with coordinator and/or team leader</p>	<p>a. Support worker can demonstrate collegial and cooperative team work practice</p> <p>b. Regular attendance recorded at planned staff meetings and attendance at planned coaching sessions</p>
<p><u>To the service:</u></p> <p>a. To provide regular feedback to the Coordinator and /or team leader on the individual's situation, notifying them of new issues and developments as they occur</p> <p>b. To assist the Coordinator and /or team leader with service planning and development</p> <p>c. Undertake administrative functions associated with the role including timely completion of time/task sheets and following documentation guidelines</p> <p>d. To comply with the policies and procedures of community connections, including the code of ethics</p>	<p>a. The Coordinator is kept apprised of each individual's situation including progress on goals and any identified vulnerabilities or risks</p> <p>b. The support for the individual is planned and developed with the individual and the Coordinator</p> <p>c. Time/task sheets are completed; documentation as per Community Connections' policies is completed</p> <p>d. Support worker is aware of and has access to policies and procedures and demonstrates these in work practice</p> <p>e. Support worker is kept informed of organisational developments,</p>

<p>e. To attend regular training and team meetings</p>	<p>trends in supported living service delivery and exposed to new learning</p>
<p><u>To self:</u></p> <ul style="list-style-type: none"> a. Take responsibility for own safety, health and wellbeing b. Observe all safe work procedures, rules and instructions. c. Seek advice and training if unfamiliar with procedures or equipment. d. Report any pain or discomfort early. Actively participate in treatment, rehabilitation, and early and durable return to work following injury. e. To participate in coaching and annual performance appraisal with coordinator and develop a personal professional development plan that includes training to keep informed of trends in supported living and any specialised skill development. 	<ul style="list-style-type: none"> a. Safety procedures are followed b. Pain is reported and treatment received early c. Coaching occurs each month d. Annual review completed each year e. Identifies training opportunities undertaken
<p><u>Other duties:</u></p> <ul style="list-style-type: none"> a. From time to time undertakes other duties as requested by manager to support wider organisation 	<ul style="list-style-type: none"> a. Support person's skills used across wider agency as appropriate

