
Support Workers' Key Performance Indicators

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1. Individuals supported, and their significant others, can report a positive, flexible and non-judgemental working relationship that displays a good match. This match supports the individual to identify personal objectives, interests and needs and allows the individual supported to work in partnership towards their goals and aspirations.
2. All work with the individual is directed by a current plan developed by the individual, their family/whanau as appropriate, and the support team including the team leader and/or coordinator. Building networks and teaching of new skills identified in the plan occurs within the agreed rosters.
3. A network of people, other than paid support staff, can be identified by the individual supported. People supported have activities that occur within community settings. The support worker has well developed links with others relevant to the individual and can demonstrate work practices that reflect community inclusion and facilitating the concept of 'a good life' for individuals supported.
4. The support worker is punctual, organised, and clean and tidy in their dress and personal presentation. They are aware of and have access to policies, procedures and code of practice, and demonstrate these in their work and keep a clear record of all of their interactions.
5. The support worker displays a patient, reflective and creative approach to working with people and to problem solving. They operate well within a team and look out for the safety of their colleagues
6. The coordinator and/or team leader is kept informed of: any changes relating to the agreed work, any hazards, complaints or incidents, and any other circumstances that arise that may impact on the person or their support. The support worker seeks guidance from their coordinator and/or team leader when required and completes all necessary documentation, including time/task sheets, on time and as required.
7. An annual performance appraisal takes place with coordinator and/or team leader and a personal professional development plan, that includes training to keep informed of trends in supported living and any specialised skill development, is developed.
8. The support worker undertakes approved processes that ensure their own professional growth, safety and wellbeing.

