

JOB DESCRIPTION

JOB TITLE	Support Worker
PLACE OF WORK	Counties Manukau Homecare Trust's premises are located at Professional House Level 1, 12 Seddon Street, Pukekohe However the Support Worker will work at clients' homes in the Counties Manukau area as directed by the employer
REPORTS TO	The Service Coordinator
PURPOSE OF POSITION	To provide practical caring support and encouragement to enhance the health and wellbeing of clients. To support clients to achieve their goals and remain living in their own homes.
SKILLS & REQUIREMENTS	<ul style="list-style-type: none"> • National Certificate in Health & Well Being – Level 2 (if you do not already have this qualification, Counties Manukau Homecare Trust will train you to complete this as part of your orientation) • Previous experience in a similar role would be advantageous but full training will be given • A genuine commitment to the provision of quality support to clients in a professional, caring and positive manner • Must have reliable transport and a current NZ driver's licence (full licence if transporting clients) • Must have your own cellphone and (preferably) an email address for the purposes of work communication • Must be available for communication with the office during working hours • All communications to your cellphone or email address constitutes valid notice of client cancellations, meeting reminders, requests for additional work, changes in rostering etc.
<u>KEY ACCOUNTABILITIES</u>	
1. To Provide Positive Relationships With Clients:	<ul style="list-style-type: none"> • Deliver high quality support in alignment with the clients' goals and within the parameters of the clients' Individualised Support Plans • Ensure Professional Boundaries are maintained • Is supportive and understanding of Clients needs and personal situations • Maintaining confidentiality of information gained about clients or clients' families • Ensuring the privacy of clients is retained • Treating clients with dignity and respect • Respecting cultural and personal background, age, beliefs and values of clients • Ensure quality of service meets organisation's Policies and Procedures
2. To Provide Household Management tasks:	<ul style="list-style-type: none"> • Undertaking and completing basic cleaning tasks clients are no longer able to manage by themselves • Following the clients' Individualised Service Plans which has been developed with the clients' input • Ensuring living areas are maintained at an acceptable standard of cleanliness for the promotion of health and hygiene and the clients' personal comfort

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	<ul style="list-style-type: none"> • May include meal planning and preparation, grocery shopping and putting groceries away. • May include laundry management
3. To Provide Personal Care:	<ul style="list-style-type: none"> • Providing support with dignity and respect in bathing/showering, toileting, dressing, grooming and mobility • Following the client's Individualised Service Plan which has been developed with the client's input • Observes and monitors skin integrity • Promoting personal hygiene and clients' general well-being • Undertake training and using special equipment if assisting high level needs clients
4. Medication Supervision:	<ul style="list-style-type: none"> • Supervise clients with the safe management of medications as per organisation's Policies and Procedures.
5. Demonstrate Support Worker Responsibility And Accountability:	<ul style="list-style-type: none"> • Completing weekly timesheets correctly and accurately and ensuring they are at the office by 9.00am every Monday • Supplying regular written information on clients' health and well-being through accurate and efficient observation, reporting and recording • Reporting any incidents, accidents, concerns, complaints or adverse events immediately to Service Coordinator • Have a reasonable standard of fitness with no medical conditions that would interfere with delivering a quality service • Understand and take responsibility for all health and safety matters by complying with Counties Manukau Homecare Trust's Health and Safety Policies and meeting employee obligations under the Health & Safety Work Act • Following all Policies and Procedures as outlined in the Support Workers Handbook • Takes pride in work and is tidy and well-groomed in appearance
6. Maintain Professional and Developmental Needs:	<ul style="list-style-type: none"> • Being personally committed to and actively working towards continuously improving knowledge and skill base. • Attending all In-service Training and Team meetings and any other mandatory training as required. • Asks for further training if unsure how to manage specific Client's needs and scenarios. • Identify learning needs and setting goals with the Service Coordinator through an Appraisal procedure.

Print Name

Signed.....
(Employee)

Date.....