

Statement of Accountability:

Youth Residential Night Awake Support Worker

Role Context

eg. What team you work on and how your role fits within the team structure.

The Youth Residential service provides a stable environment to support young people experiencing mental distress. This service offers trauma-informed care to enable young people to manage their mental health and maintain engagement with the community.

The role might support other residential services through the night on an as required basis.

Role, Purpose and Scope of Role

eg. What the role does in a nutshell.

Work with tāngata whaikaha during the night hours to provide a recovery environment that enhances their recovery and wellbeing.

This role requires staff to be mindful that as a recovery and wellbeing service, good rest and sleep are essential. Sensitivity is necessary to ensure that all night tasks and communication are completed quietly without undue noise or other disturbances occurring.

The Night Awake supports the daytime Support Worker roles through a range of tasks – food preparation, cleaning, file maintenance, auditing, ordering etc.

To process any night admissions with Night Crisis Respite support as needed, ensuring admission process check points are complete and to support and settle any new admission.

Key Relationships

Accountable / Reports to

eg. Who is your direct report?

Team Leader Youth Residential

Service Manager Youth Services

Relationships With

eg. Which roles (internal/external) do you have regular interactions with?

- Crisis Night Clinical Worker
- Other Stepping Stone Services
- Tāngata Whaikaha
- Specialist Mental Health Services (SMHS)
- Other Health Professionals

Core Functions of Role

eg. Your regular tasks/activities.

- Support day staff to provide a positive living environment for tāngata whaikaha in their recovery journey and crisis care plan.
- Assess the safety and wellbeing of tāngata whaikaha and provide safety if the user is at risk to self and/or others; report any situations of concerns and consult with Night Crisis Respite.
- Be familiar with tāngata whaikaha file and crisis care plan.
- Support the procedures and desired culture of the service.
- Triage any tāngata whaikaha overnight issues.
- Complete facility checks.
- In conjunction with Team Leader Youth Residential, plan for the night's programme of responsibilities and activities in light of identified need.
- Complete all kitchen, laundry, floor, bathroom, communal and tāngata whaikaha room cleaning and removal of rubbish as per the night tasks list.
- Meal preparation for the following day including putting out, preparing, and defrosting of food for Breakfast, Lunch, Dinner, Suppers and Morning Tea.
- Ordering of perishable and non-perishable food supplies.
- Demonstrates correct food handling and infection control practice in accordance with SST policy and complete night auditing duties.
- Participate in Hazard Identification and Health and Safety processes.
- Assist with providing ideas relating to service standards and improvements to Team Leader Youth Residential.
- Regular auditing of medication administration documentation and tāngata whaikaha files.
- Knowledge of fire and incident drills. Be aware of all likely emergency responses.
- Utilise iCIM to manage timely recording, file systems, record keeping standards/systems.
- To work collaboratively with staff providing transparent feedback.
- Incident/Accident reports to be completed in a timely manner as per policy.
- Administer medication.
- Attend staff meetings (paid time) as requested.
- Attend SST professional development training.
- Works alongside/with colleagues with mutual respect.
- Participate pro-actively in staff team culture.

I am successful when:

- Tāngata whaikaha needs are met.
- Infection Control and Health and Safety requirements are managed.
- Know and practice OSH policy.
- Model Self-Management.
- Practice respect in professional relationships.
- No medication errors.

- Support and develop an effective night staff team culture.
- Know and practice relevant workplace quality standards subject to audit
- Complete performance appraisal.

Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential facilities	Outdoors
Vehicle	Private home	Community

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Hand and portable tools Mechanical handling Stacking and storage Transportation (car etc) Confined space / working at heights Ventilation Working at heights in walkways and aisles Equipment guards Energy isolation Noise	Insects Bacteria Animals (e.g. Rats)	Extremes of heat or cold Hot substances / products Fire hazard
	CHEMICAL	PHYSIOLOGICAL (Possible catalysts for stress and / or fatigue)
	Chemicals and other substances Mist and/or Dust Dangerous Goods	Times of increased intensity or duration of workload Organisational demands of work (e.g. 24-hour availability)
	RADIATION	Tight deadlines Provision of support to others during peak periods
	Infra –red, ultraviolet Microwave	Shift work
LIGHTING	VIBRATIONS	
Lighting levels	Vibrating platforms	
ERGONOMIC	POWER SYSTEMS	EMERGENCY RESPONSE
Manual handling Workstation set-up	Electrical Hydraulic	Responsible for items to be secured e.g. earthquake Evacuation routes

*Those in **bold** represent the essential physical requirements of this position*

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Stooping	O	Sedentary – sitting	F	Lifting / manual handling	O
Pulling	R	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	F	Reaching	O	Hearing	F

Standing	F	Repetitive hand motions	O	Fine finger motions	F
Walking	F	Pushing	O	Driving	O
Climbing	R	Other – please record:			
Note: C = Constantly: 67-100%; F = Frequently: 34 – 66%; O = Occasionally: 1 – 33%; R = Rarely: 0 – 1%					
<i>Those in bold represent the visual requirements of this position</i>					
Close vision		Distance vision		Colour vision	
Ability to focus		No special vision requirements			

Person Specification:

Youth Residential Night Awake Support Worker

Education and Qualifications

eg. The qualifications or experience you need to do this role well.

L4 certificate with relevant mental health/support service experience.

Technical or Professional Knowledge, Skills and Experience

Attributes

eg. The personal qualities and type of experience/skills required for the role.

- Confident in using office software systems, e.g. Microsoft Office, Email, and cloud based systems.
- Communication – strategically uses communication to produce enthusiasm and foster an atmosphere of open exchange and support.
- Excellent and accurate numeric, written and oral communication.
- Ability to build rapport easily and maintain healthy relationships with tāngata whaikaha.
- Good understanding and maintaining of professional boundaries.
- Compassionate, caring and honest personality.
- Ability to assess situations, decide on a course of action and implements this.
- Tact, discretion and confidentiality.

Knowledge

eg. The specific knowledge required for the role (legislation, training etc).

- Comfortable working in a Mental Health Service delivery environment.
- Minimum of 1 yr work experience in working as a Support Worker.
- Professionally developed intuition around tāngata whaikaha and their needs and life context.
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General Competencies

Alignment to Core Values

Alignment to the vision, mission and core values of SST

- **Faith** – supporting Tāngata whaikaha and staff to explore belief in God as a pathway to wellness
- **Grace** – accepting and respecting people regardless
- **Hope** – every person has value, potential and new possibilities
- **Love** – being professional and showing respect in all of our relationships
- **Integrity** – practising accountability with each other and stakeholders.

Teamwork

Maintains healthy team relationships especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes

Teachable

Desires to learn best practice; follows instruction. Able to adapt learned skills to the SST environment.

Communication

Develops rapport easily; addresses issues positively; competent in verbal and written communication

Team Fit

Aligns with team's values; aware of own strengths and how they affect other people in the team

Cultural Safety

Commitment to the principles of the Treaty of Waitangi as they apply to SST.

Provide care without discrimination on the basis of race, culture, health, sexual orientation or age.

Verification

We agreed that this Statement of Accountability accurately reflects the key responsibilities of the position at today's date.

Manager's Signature:

Manager's Name:

Date:

Employee's Signature:

Employee's Full Name:

Date:

This Statement of Accountability will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and People & Capability.