

## Position Description

### Residential Night Awake Support Worker

*Stepping Stone Trust (SST) has been operating since 1990; growing out of South West Baptist's Community Services and is now the largest NGO provider of Community Mental Health services in Canterbury. The Trust operates a range of Residential, Respite and Community Support services for Youth through to Older Persons for up to 500 Tangata Whaiora/Consumers (TW/C) each week.*

#### Our Vision

To provide an effective Christ-centred mental health service that encourages life, purpose, hope and future

#### Our Mission

Offering hope and a Stepping Stone in life

#### Core Values

Faith – belief that God makes a difference	Growth – a journey toward wholeness
Respect – belief in the value of all people	Service Effectiveness – giving hope
Relationship – belief that we grow and work together with others	

## Service Context

SST residential services run a number of facilities for people who have a mental health illness and for whom living in the community is not an option and who require a level of support to assist maintain their recovery and wellbeing, towards a more independent lifestyle.

The role also supports other residential services through the night on an as required basis.

## Role, Purpose and Scope of Role

Work with TW/C 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 in order 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 NC support as needed, ensuring admission process check points are complete and to support and settle any new admission.

**A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.**

## Key Relationships

Reports to	<ul style="list-style-type: none"> <li>Night Awake Clinical Worker (based at Domain [Respite])</li> </ul>
Accountable to	<ul style="list-style-type: none"> <li>Facility Senior Clinical</li> </ul>

## Delegated Authorities

Financial – Budget & Expenditure limits	<ul style="list-style-type: none"> <li>NIL</li> </ul>
Human resources	<ul style="list-style-type: none"> <li>NIL</li> </ul>

## Internal Relationships

Interactions <b>within</b> SST	The purpose and frequency of these interactions
Crisis Night Clinical Worker (NC)	<ul style="list-style-type: none"> <li>As required to promote the best outcomes for TW/C.</li> <li>Daily to plan, co-ordinate, share key messages and develop overall direction.</li> <li>Internal monthly supervision.</li> </ul>
Other Stepping Stone Services	<ul style="list-style-type: none"> <li>Daily, in conjunction with NC to communicate changes and results regarding care planning and service delivery ideas.</li> <li>Routine checking with NC across SST services.</li> <li>With other service SST Night staff, respond to crisis situations across SST services.</li> <li>Providing of a supportive night time working culture across SST services.</li> </ul>
Facility Senior Clinical (SC) and/or Service Manager	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Stepping Stone Administration	<ul style="list-style-type: none"> <li>As required for day-to-day needs and employment matters.</li> </ul>
Tangata Whaiora/Consumers (TW/C)	<ul style="list-style-type: none"> <li>Close attention to TW/C needs in collaboration with the NC.</li> <li>Fostering and modelling appropriate therapeutic relationships.</li> </ul>

## External Relationships

Interactions <b>outside</b> of SST	The purpose and frequency of these interactions
Other Health Professionals	<ul style="list-style-type: none"> <li>As required to assist with TW/C wellbeing.</li> </ul>
Specialist Mental Health Services	<ul style="list-style-type: none"> <li>For supporting NC with admissions and paperwork follow up.</li> </ul>

## Key Result Areas

### 1 Model of Care, Policies and Procedure

Key Measurement Criteria	Performance Measure
1.1 Commitment to work within the framework of SST its vision, mission and values.	1.1 Demonstrate alignment with vision, mission and values.
1.2 SST policies and procedures are implemented and adhered to.	1.2 Policy and procedures adhered to.

### 2 Cultural Safety

Key Measurement Criteria	Performance Measure
2.1 Commitment to the principles of the Treaty of Waitangi as they apply to SST.	2.1 Demonstrate knowledge and application of the principles of the Treaty of Waitangi.
2.2 TW/C receive care without discrimination on the basis of race, culture, health, sexual orientation or age.	2.2 TW/C feedback, peer feedback.

### 3 Programme Delivery

Key Measurement Criteria	Performance Measure
3.1 TW/C needs are met.	3.1 <ul style="list-style-type: none"> <li>➤ Support day staff to provide a positive living environment for TW/C in their recovery journey and crisis care plan.</li> <li>➤ Report on any situations of concern.</li> <li>➤ Support the procedures and desired culture of the service.</li> <li>➤ Assess the safety/wellbeing of TW/C and provide safety if the user is at risk to self and/or others; consult with NC.</li> <li>➤ Be familiar with TW/C file and crisis care plan.</li> <li>➤ Triage any TW/C overnight issues.</li> </ul>
3.2 When carrying out the key night time main tasks/roles, fulfilling the responsibilities within the job description will allow the residence to run in an orderly progressive manner.	3.2 <ul style="list-style-type: none"> <li>➤ Assist NC as required with processes.</li> <li>➤ Complete facility checks</li> <li>➤ In conjunction with NC, plan for the night's programme of responsibilities and activities in light of identified need.</li> <li>➤ Respond to and advise, and if necessary, intervene in any overnight crises across SST services</li> </ul>

3.3 Night Awake Support staff to complete cleaning and meal preparation tasks.

3.3 ➤ Complete all kitchen, laundry, floor, bathroom, communal and TW/C 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.

3.4 Infection Control and Health and Safety requirements are managed.

3.4 ➤ Demonstrates correct food handling and infection control practice in accordance with SST policy and procedures.

➤ Ensure OSH requirements are met.

➤ Liaising with NC and key people to assist with monitoring and maintain quality and risk management activity across SST services.

➤ Assist with providing ideas relating to service standards and improvements to NC & SC /Service Manager.

➤ Knowledge of fire and incident drills. Be aware of all likely emergency responses.

## 4 Communication

Key Measurement Criteria	Performance Measure
4.1 Utilise iCIM to manage timely recording, file systems, record keeping standards/systems.	4.1 Administration is completed in a timely manner in accordance with policy and procedures.
4.2 To work collaboratively with staff providing transparent feedback.	4.2 Staff issues are progressed on the basis of noted feedback.
4.3 In conjunction with NC, provide an effective changeover for oncoming staff	4.3 In conjunction with NC, shows effective contact with morning and afternoon staff directly or by Phone, to implement changeover.
4.5 Support NC.	4.5 Ongoing connection with of SST NC
4.6 Cover of meal breaks.	4.6 In consultation between both NC & Night Awake staff, cover scheduled meal breaks for Awake staff across SST Services.

## 5 Leadership

Key Measurement Criteria	Performance Measure
5.1 Contributing to and maintaining SST's ethos and values.	5.1 Practicing the ethos and values of SST.

5.2	Model Self-Management.	5.2	Walk the talk and sets an example by doing.
5.3	Practice respect in professional relationships.	5.3	Staff reflect positive and affirming relationships.

## 6 Reporting

Key Measurement Criteria		Performance Measure	
6.1	Incident/Accident reports to be completed in a timely manner as per policy.	6.1	Evidence by adherence to policy.
6.2	Administer medication in a timely and accurate manner.	6.2	Refer to 6.1.

## 7 Team Work

Key Measurement Criteria		Performance Measure	
7.1	TW/C are valued through a work environment that implements and models a collaborative team approach to the work. All roles function as part of a greater team of carers and within that team they provide a high level of stable continuous care.	7.1	<ul style="list-style-type: none"> <li>➤ Participating fully in the consultative function of weekly team and peer meetings.</li> <li>➤ Attend staff meetings (paid time) as requested</li> <li>➤ Attend group supervision (paid time).</li> <li>➤ Attend SST professional development training.</li> <li>➤ Works alongside/with colleagues with mutual respect.</li> </ul>
7.2	Support and develop an effective night staff team culture.		<ul style="list-style-type: none"> <li>➤ Participate pro-actively in staff team culture.</li> </ul>

## 8 Staff Performance Management

Key Measurement Criteria		Performance Measure	
8.1	Participate in a regular performance review & annual perf. appraisal process.	8.1	Completed performance appraisal.

## 9 Professional Development

Key Measurement Criteria		Performance Measure	
9.1	Where appropriate, identifies professional development needs and training opportunities in consultation with the NC and SC.	9.1	Evidenced in participation of training and development and training records.

## 10 Quality Standards

Key Measurement Criteria		Performance Measure	
10.1	Know and practice OSH policy.	10.1	Participate in Hazard Identification and Health and Safety processes.
10.2	Understand fire drills and civil defence emergency procedures.	10.2	Participate in fire drills and civil defence emergency procedure training.
10.3	Adhere to Accident/Incident reporting system.	10.3	Accidents/Incidents are reported.
10.4	Uses all equipment correctly, and with proper care and attention, observing education and instruction given.	10.4	Equipment issued correctly.
10.5	Know and practice relevant work place quality standards subject to audit.	10.5	Service adherence to functional quality standards is positively reflected in internal and external audits.

## 11 Other Duties

Key Measurement Criteria		Performance Measure	
11.1	Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties.	11.1	Tasks completed as requested.

## 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*

<b>Office</b>	<b>Residential Facilities</b>	Outdoors
<b>Vehicle</b>	Tangata Whaiora/ Consumers Homes	<b>Community</b>
Hospital	Offices of Specialist Services	

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

PHYSICAL	BIOLOGICAL	TEMPERATURE
<ul style="list-style-type: none"> <li>➤ Mechanical handling</li> <li>➤ Stacking and storage</li> <li>➤ <b>Transportation (car etc)</b></li> <li>➤ Confined space/working at heights</li> <li>➤ <b>Ventilation</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ Insects</li> <li>➤ <b>Bacteria/Virus</b></li> <li>➤ Animals (e.g. Dogs, Rats)</li> </ul>	<ul style="list-style-type: none"> <li>➤ Extremes of heat or cold</li> <li>➤ <b>Hot substances/products</b></li> <li>➤ Fire hazard</li> </ul>
	<ul style="list-style-type: none"> <li>➤ <b>CHEMICAL</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>PHYSIOLOGICAL</b> (Factors that may contribute to stress and/or fatigue)</li> </ul>

<ul style="list-style-type: none"> <li>➤ Working at heights in walkways and aisles</li> <li>➤ Equipment guards</li> <li>➤ Energy isolation</li> <li>➤ Noise</li> <li>➤ Vibrating platforms</li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Chemicals and other substances</b></li> <li>➤ Mist</li> <li>➤ Dust</li> <li>➤ Dangerous Goods</li> </ul>	<ul style="list-style-type: none"> <li>➤ Periods of increased intensity or duration of workload</li> <li>➤ Organisational demands of work (e.g. 24 hour availability)</li> <li>➤ <b>Tight deadlines</b></li> <li>➤ Provision of support to others during peak periods</li> <li>➤ <b>Shift work</b></li> </ul>
➤ LIGHTING	➤ POWER SYSTEMS	➤ EMERGENCY RESPONSE
<ul style="list-style-type: none"> <li>➤ <b>Lighting levels</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ Electrical</li> <li>➤ Hydraulic</li> </ul>	<ul style="list-style-type: none"> <li>➤ Responsible for items to be secured e.g. earthquake</li> <li>➤ <b>Evacuation routes</b></li> </ul>
➤ ERGONOMIC	➤ RADIATION	➤
<ul style="list-style-type: none"> <li>➤ Manual handling</li> <li>➤ <b>Work station set-up</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ <b>Microwave</b></li> <li>➤ Infra-red, ultraviolet</li> </ul>	<ul style="list-style-type: none"> <li>➤</li> </ul>

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

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
<b>Sedentary – Sitting</b>	<b>F</b>	Stooping	<b>O</b>	Lifting/Manual Handling	<b>O</b>
Pulling	<b>R</b>	Kneeling	<b>O</b>	Grasping	<b>O</b>
Crouching	<b>O</b>	<b>Typing</b>	<b>F</b>	Crawling	<b>R</b>
<b>Talking</b>	<b>F</b>	Reaching	<b>O</b>	<b>Hearing</b>	<b>F</b>
<b>Standing</b>	<b>F</b>	Repetitive Hand Motions	<b>O</b>	<b>Fine Finger Motions</b>	<b>F</b>
<b>Walking</b>	<b>F</b>	Pushing	<b>O</b>	<b>Driving</b>	<b>F</b>
Climbing	<b>R</b>	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in **bold** represent the visual requirements of this position*

<b>Close Vision</b>	Distance Vision	<b>Colour Vision</b>
<b>Ability to Focus</b>	VDU	No Special Vision Requirements

## Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Night Awake Support at today's date.

Manager's Full Name:

Manager's Signature:

Date:

Employee's Full Name:

Employee's Signature:

Date:

This Position Description 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 Manager and Human Resources.

### Adult Residential Night Awake Support Worker

#### Education and Qualifications

Qualifications and Experience	Level 3-6 Social Services with relevant mental health/care service experience.
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#### Technical or Professional Knowledge, Skills and Experience

<b>Work context specific</b>	<ul style="list-style-type: none"> <li>Comfortable working in a Mental Health Service delivery environment.</li> </ul>
<b>IT and Internet systems</b>	<ul style="list-style-type: none"> <li>Core functional knowledge of office software systems e.g. Microsoft Office (Word), E-mail, Payroll Systems, with the ability to support staff in these applications.</li> <li>Confident using the Internet and web tools.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>Ability to co-ordinate administrative functions to ensure timely reporting.</li> <li>Demonstrates an understanding of administrative systems that ensure other business systems are properly supported.</li> <li>Demonstrates ability to maintain quality quantitative information gathering and reporting systems.</li> </ul>

#### General Competencies (behaviours) and attributes

<b>Alignment to Core Values</b>	<ul style="list-style-type: none"> <li>Shows ability to align with the vision, mission and core values of SST reflect through work practice.</li> <li>Demonstrate commitment to SST core values of Faith/Growth/Respect/Relationship/Service Effectiveness through respect for and ability to work within the SST mission, principles and Christian ethos.</li> <li>Ability to promote a work culture based on Christian values and encourage where appropriate the Christian faith journey of all staff and TW/C</li> </ul>
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<p><b>Teamwork</b></p>	<ul style="list-style-type: none"> <li>• Maintains healthy relationships in teams that positively influence TW/C and organisational culture; especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes.</li> <li>• Aligns with team's values and composition; aware of own strengths and how they affect others in the team.</li> <li>• Works collaboratively.</li> <li>• Ability to delegate tasks whilst maintaining responsibility for the final result.</li> <li>• Demonstrates professional &amp; pastoral support for staff.</li> </ul>
<p><b>Work Progress</b></p>	<ul style="list-style-type: none"> <li>• Good time management and ability to self-direct, manage and set priorities.</li> <li>• Can implement own and others ideas.</li> <li>• Committed to Quality Improvement.</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Develops rapport easily; addresses issues positively; competent in verbal and written communication.</li> <li>• Able to discuss strategic and sensitive issues.</li> <li>• Shares Knowledge.</li> <li>• Communication – strategically uses communication to produce enthusiasm and foster an atmosphere of open exchange and support.</li> <li>• Excellent and accurate numeric, written and oral communication.</li> </ul>
<p><b>Adaptability</b></p>	<ul style="list-style-type: none"> <li>• Is aware of changes in service delivery needs from funder and adjusts strategies to reach a result.</li> <li>• Has a professionally developed intuition around TW/C, their needs and life context.</li> <li>• Problem solver – assesses situations, decides on a course of action and implements this.</li> </ul>
<p><b>Personality</b></p>	<ul style="list-style-type: none"> <li>• Attitude – Compassionate and Caring/Honest/Optimistic/Professional/Resilient/Flexible.</li> <li>• Tact/Discretion/Confidentiality.</li> <li>• Excellent ability to problem solve.</li> <li>• Good health and fitness.</li> <li>• Sense of humour.</li> </ul>