

Statement of Accountability:

Support Worker

Role Context

The role provides support to senior staff and tāngata whaikaha across all Stepping Stone Trusts sites and in the community via the intensive mobile services. The goal of the team is to provide a place of standing, hope, recovery, and wellness to tāngata whaikaha.

Role, Purpose and Scope of Role

The Adult Residential team supports people who experience mental distress and are a part of Stepping Stone Trust's Adult services, The focus of this work is recovery, and the team works alongside clients/ tāngata whaikaha to set and achieve agreed goals and activities of daily living. The Support Worker will assist with meal preparation and housework to maintain both the residential facilities and intensive mobile client's houses clean, safe and welcoming for people to live in and be cared for.

Key Relationships

Accountable / Reports to

- Service Manager Adult Services

Relationships With

- Service Manager
- P&C Team
- Quality Team
- Health Professionals
- Clients/ tāngata whaikaha and their Whanau
- DHB employees
- Nurse practitioner
- Community groups
- Primary health

My role responsibilities

Client Support

My responsibilities:

- Work with clients/ tāngata whaikaha to identify goals using the Recovery Outcome Star.
- Provide encouragement and day to day support in alignment with client/ tāngata whaikaha Recovery goals achieve their goals of everyday living.
- Assist to achieve the activities of everyday living with hands on help where required.
- Support plans including risk management plans and Safety Plans.
- Managing and administering medication as required (certified staff only)
- Participate in the planning and review process.
- Monitor levels of wellbeing ensuring that any concerns/incidents or accidents are reported and documented accurately.
- Celebrate the successes of people achieving their recovery and wellbeing.
- Ensure an integrated approach by working closely with colleagues, community providers, clinical tams and other external teams to encourage community participation.

I'm successful in my role when:

- ✓ Demonstrate knowledge of client's/ tāngata whaikaha goals, strengths, and areas of recovery.
- ✓ Clients/ tāngata whaikaha care is tailored to the individual and considers physical, emotional, spiritual, and cultural requirements.
- ✓ Medication administration charts are completed, and no errors detected at audits.
- ✓ Notable changes in client/ tāngata whaikaha status are escalated to the appropriate person.
- ✓ Clients/ tāngata whaikaha can achieve their goals.
- ✓ Issues or incidents are documented and reported as per organisational policy.
- ✓ Client/ tāngata whaikaha rights are always upheld.

Communication

My responsibilities:

- Attend and contribute to team meetings.
- Provide information to clients and their whanau in a way they can understand.
- Notify Line Manager about any issues that may impact on own performance of duties.
- Document all incidents appropriately.
- Write documentation and client notes.
- Use of Client Management System (CMS).
- Ensure that SST's values are reinforced in daily functions.

I'm successful in this role when:

- ✓ Actively participate in team meetings and bring in ideas.
- ✓ Clients and their whanau report that they feel well informed.
- ✓ Line manager is kept informed about any issues that may impact their performance.
- ✓ Client processes and incidents are documented accurately in accordance with organisational, external agencies i.e.: Police, WorkSafe (where applicable) standards.
- ✓ Client notes and documentation are clear, concise, and easy for others to understand.
- ✓ Notes in CMS are always up to date and appropriate and clear.

I'm successful in this role when:

- ✓ Work within organisation polices and processes.
- ✓ Client records are stored correctly (in line with requirements under the Health Information Privacy code)
- ✓ Actively participate in quality initiatives and audits.

Relationship Management

My responsibilities:

- Build trusting and engaging relationships with clients/ tāngata whaikaha and maintain positive working relationships with colleagues.
- Assist colleagues and offer assistance when required.
- Follow through on commitments made to colleagues.

I'm successful in this role when:

- ✓ Positive feedback from clients/ tāngata whaikaha.
- ✓ Followed through on commitments.
- ✓ Positive and collaborative relationship within the team.
- ✓ Team issues or potential conflict are managed with healthy and transparent conflict resolution process and are discussed with the line manager.

Valuing diversity and differences

My responsibilities:

- Ensure that the principles of Te Tiriti o Waitangi are incorporated into daily practices.
- Ensure that the support provided is culturally appropriate.
- Show a genuine interest and understanding of the diversity of the clients.

I'm successful in this role when:

- ✓ Understanding the basic Māori concepts, protocols, greetings, and practices.
- ✓ Client plans incorporate and meet their cultural needs (where relevant).
- ✓ Clients from all backgrounds are treated with respect and dignity.

Health and Safety

My responsibilities:

- Understand and follow Health and Safety policies and practices.
- Identify and escalate workplace hazards.
- Carry out any allocated cleaning, maintenance, safety, and security activities as part of the team.

I'm successful in this role when:

- ✓ Physical environment is kept safe.
- ✓ Health and Safety incidents are reported.
- ✓ Relevant 1st Aid course and medication competency level met.

Personal Development:

My responsibilities:

- Attend orientation and all core training.
- Inform manager of development requirements.

I'm successful in this role when:

- ✓ Goals and objectives in development plan are achieved.
- ✓ Attended mandatory training.

Person Specification:

Support Worker

Education and Qualifications

- National Certificate in Health & Wellbeing (Level 4); or equivalent
- If the above qualifications are not completed, they must make a commitment towards obtaining the relevant minimum qualification within the required timeframe (within 2 years)

Technical or Professional Knowledge, Skills and Experience

Attributes

- Attention to detail
- Organised
- Minimum of 1 years demonstrated experience working in the sector.
- An understanding and genuine interest in working with the relevant client group.
- Strong English language communication skills- written and verbal.
- Strong ability to be self-motivated and provide superior customer care.
- Demonstrated ability to undertake duties (including light lifting/ cleaning)

Knowledge

- Experience working in Mental Health/Addiction/Intellectual Disability/or relevant social services sector
- Demonstrate a basic level of computer literacy e.g., email, PMS, Client Management systems, internal intranet.
- The ability to use a variety of skills to engage people in a wide range of situations to achieve quality client outcomes.
- Able to adapt to new environments, technology, and customer challenges.
- Full relevant class, unendorsed motor vehicle licence.
- Good understanding of Health & Safety (HSWA - including Health & Disability) and Infection Control principles.

General Competencies

Alignment to Core Values

Alignment to the vision, mission, and core values of SST.

- **Faith** – supporting tāngata whaikaha (clients) 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.

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.