

Statement of Accountability:

Community Support Worker Ōtepoti (Dunedin)

Role Context

The Community Support Worker offers community support, tāngata whaikaha in their daily living situations, whether it be at home, work, day programmes or transitioning into the community. They are responsible for working with the tāngata whaikaha to be 'otherly – abled', and to be enabled. The team provides community support to people who live in Ōtepoti (Dunedin) or surrounding communities.

Role, Purpose and Scope of Role

This role is responsible for providing support to tāngata whaikaha and will meet with each tāngata whaikaha as per agreed frequency and or goal plan.

Key Relationships

Accountable / Reports to

Service Manager Southern

Relationships With

- Other SST services
- Health Care agencies
- Other health professional
- Family/Whanau of tāngata whaikaha

My role responsibilities

Tāngata whaikaha **Support**

My Responsibilities:

- Assist tāngata whaikaha to identify and set achievable goals.
- Ensure goal/s is best suited to tāngata whaikaha's needs, e.g., respite etc.
- Assist tāngata whaikaha in making relevant contacts in the community to maintain their health and enhance their living e.g., health professionals, support groups and organizational (educational, vocational, recreational, and spiritual) involvement.
- Support tāngata whaikaha in finding, setting up, and maintaining appropriate accommodation.
- Encourage and supports personal care and household management.
- As per consent, involve family and friends in the life of the tāngata whaikaha.
- Participate in monthly team meetings.
- Liaise and maintain relationships with health professionals to ensure tāngata whaikaha's health and wellbeing is monitored.

Key performance indicators:

- ✓ Tāngata whaikahas' goal plan is reviewed as policy or individual requirements.
- ✓ Tāngata whaikahas' goal review will indicate stabilisation of health and progress toward goal attainment.
- ✓ Records will indicate, GPs', and other health professionals are kept up to date, with any health status change or at minimum have an annual review.
- ✓ Following the principles of person-centred support.
- ✓ Following the Code of Rights.

Health and Safety / Risk Management

My responsibilities:

- Ensures all HSWA requirements are met in relation to the duties and responsibilities of this role.
- Report and record all hazard and accidents/incidents.
- Liaise with key people and monitor implementation of quality and risk management activity for the service.
- Maintain quality/risk systems (e.g. emergency response, incident/accident management, complaints, surveys/feedback)
- Up to date and practice current infection prevention control and Covid-19 response measures.

Key performance indicators:

- ✓ Hazards and accidents/incidents are recorded.
- ✓ Relevant motor vehicle licence is current
- ✓ Road safety rules and regulations are followed, as well as cars kept clean & tidy.
- ✓ Workplace and communal areas kept tidy

Administration and Reporting

My responsibilities:

- ✓ Write tāngata whaikaha notes and reports to a professional standard and within required timeframes.
- ✓ Responsible for accurate hand over to another team member in case of leave.

Key performance indicators:

- ✓ Keep all tāngata whaikaha files up to date.
- ✓ Monthly, 3 monthly reports are completed.

Personal development

My responsibilities:

- Participate in any networking events to keep up to date with community opportunities for tāngata whaikahas.
- Contribute to own Development Plan for the year.
- Keep up to date with Health & Disability research and changes within Otago and NZ.
- Evaluate personal self-awareness and judgment.

Key performance indicators:

- ✓ Completion of mandatory training and attend professional development days.

Team Culture

My responsibilities:

- Attend team meetings and group commitments.
- Embrace good team culture and work constructively with the wider team.

Key performance indicators:

- ✓ Communicate clear and constructive feedback given.
- ✓ Conflict resolution focused.

Person Specification:

Community Support Worker

Education and Qualifications

- Minimum Certificate (Level 4) in relevant Health Services (e.g. Mental Health and/or Disability Support Services), or working towards qualification.
- Advantageous: Diploma in Helping Services / Mental Health support (Level 6)

Technical or Professional Knowledge, Skills and Experience

Attributes

- Good organisation and time management skills and work towards contracted goals.
- Attention to detail and accurate working style.
- Ability to build rapport easily and positively engage with people.
- Strong professional boundaries.
- Ability and flexibility to cover unusual workload and emergency requirements.
- Knowledge of strategies to cope with stress and is able work under pressure to meet deadlines.

Knowledge

- Min. 1 year demonstrated experience in working with people with mental distress and/or disabilities.
- Demonstrated experience in facilitation, coordination of programmes.
- Full, relevant class unendorsed motor vehicle licence.

General Competencies

Alignment to Core Values	Alignment to the vision, mission, and core values of SST <ul style="list-style-type: none">• 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 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.