

# Job Description

## Residential Support Worker

0917

This JD forms the work basis for Support Workers across residential services and is supplemented with detail of daily task and routines found within each service

### Scope

To work effectively as part of the SST Residential Services team to support residents on their journey to recovery.

Clients	
<b>Planning</b>	Use S M A R T E R goals to facilitate client recovery (Specific Measurable Achievable Timely, Effective, Review).
<b>Support</b>	Via supervision – discuss Clinical needs and plan for client Recovery & wellbeing. Provide practical / emotional support and advocate for client where necessary.
<b>Engagement</b>	Client Wellbeing. Assist clients in making and maintaining contact in the community to enhance their health and lifestyle choices.
<b>Physical Health</b>	Administer medication and keep accurate records around decisions made, seeking professional advice from Clinical staff when required. Follow medication “8 Rs”. Provide care and support to assist any medical condition – fluids, warmth, rest, temperature taken etc.
<b>Role Model</b>	Healthy day routines, task engagement, problem solving, relationship management

Colleagues	
<b>Collaborative</b>	Attend supervision and staff meetings as arranged. Meet regularly with Clinical Senior for service support. Look after each other – when they can't, you can!
<b>Informative</b>	Pass good clear concise relevant information to site staff and Clinical staff. Notice and record/pass on facts; own opinion. Be clear with dates, times, names, places

Communication	
<b>Verbal</b>	
<b>Tangata Whaiora</b>	Maintain daily contact with clients checking in on their wellbeing; understanding and implementing the day's activities. Communicate any changes or variation to the usual and ensure the client understands. Have intentional chats.
<b>Whanau</b>	Establish regular contact with whanau, maintain current awareness of client journey where appropriate. Ensure agreement around critical details.
<b>Case Manager</b>	Regular contact based on client needs to ensure full understanding of current situation, action/recovery plans medication changes etc. Follow up with supporting paperwork and entry into client notes. Keep clinical staff informed

<b>Other Health Providers</b>	Liaise with Outside Agencies in regard to service user's recovery journey, as required. Follow Specialist up with supporting paperwork and entry into client notes.
<b>Actions</b>	Speak louder than words. Have intentional interactions – puff the pillow, assist their task etc.
<b>Written (timely, thorough, factual, followed up)</b>	
<b>Diaries</b>	Record critical changes and events in house based diary. Follow up urgent matters from previous shift and update next shift including service user's notes
<b>iCIM</b>	Track client recovery journey within ICIM software ensuring <b>accurate</b> information is entered. Include records of relevant conversations that have taken place with all parties. Notice and record/pass on facts; own opinion. Be clear with dates, times, names, places
<b>Reports</b>	Context – Clinical – Incident – Observation – Hazard etc. On a regular basis, generate summary information around client journey and deliver to Senior Clinical staff. Incorporate responses into client recovery plans
<b>Recovery Plan</b>	On a regular basis, monitor progress and adjust Recovery Plan to track client journey. Identify areas where greater support/monitoring is required, establish timeframes and outcomes to measure against

<b>Programming</b>	
<b>Timeliness</b>	By example, assist service users to establish routines for their day/week that will prepare them for living within the community rhythms.
<b>Routines/Tasks</b>	Encourage service users to participate in appropriate household chores and activities including personal space and self-care. Model motivation and attitude as required.
<b>Planned</b>	Assist service users to plan, schedule and attend regular events/meetings that are significant Activities parts of their recovery
<b>Community Activities</b>	Coordinate involvement of service users in community activities especially around socialisation and normalising of daily living

<b>Facility</b>	
<b>Food</b>	
<b>Hygiene</b>	Use approved SST policy & processes around food safety including monitoring of storage equipment, hand/surface washing
<b>Preparation</b>	Follow SST guidelines ensuring food is prepared/cooked/stored accordingly
<b>Ordering</b>	Check inventory and list for order, sufficient stocks for daily/weekly house operation including monitoring of aged products
<b>Storage</b>	Maintain orderly cabinets and shelving, ensuring easy access to properly contained, clean and best before dated condiments (flours, seasoning, sauces etc.)

<b>Cleanliness</b>	
<b>Internal Rubbish</b>	Ensure hallways and common areas are regularly cleaned and rubbish bins are emptied
<b>External Site</b>	Ensure site is tidy, Council bins placed out as required and site is tidy
<b>B/room, Wet Areas</b>	Keep dry, mopped/wiped down. Remedy spills quickly. Clean all surfaces and behind things
<b>Safety/Hazard Management</b>	Check throughout the day for the presence of hazards that may impact on client, staff or visitor safety – act in accordance with SST policy and common sense
<b>Client Rooms</b>	Check client personal areas for cleanliness and safety. Direct and support clients to be responsible for their personal and room cleanliness. Schedule consistent weekly bed/room cleaning as required
<b>Utility Areas</b>	Keep Utility areas clean and tidy with sufficient/correct resources available for household operation

Employee Name

Signed

Date

<b>Ideal Appointee</b>	
<b>Qualifications</b>	A L4 Support Certificate in Mental Health & Addictions (or similar) or in training toward that.
<b>Experience</b>	Minimum of 1 year experience in a role that involves services to vulnerable people, preferably in the Mental Health field. Preferred experienced in a residential care setting.
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to engagement with vulnerable people - empathic yet assertive</li> <li>• Written ability to makes notes and record actions, incidents, outcomes</li> <li>• A minimum of medium level Microsoft Word and Outlook (e-mail) skills</li> <li>• Practical residential skills - cooking, cleaning, simple maintenance</li> <li>• Able to adapt to changing pressures in a fluid/dynamic MH context</li> </ul>
<b>Knowledge</b>	Be able to demonstrate knowledge of issues that affect vulnerable people and to be able to provide advice, support and actions to address those issues