

POSITION TITLE:	Wake Over Support Worker: Services for Adults, Rangatahi, Tamariki
NATURE OF POSITION:	Full Time / Part Time / Casual
LOCATION:	Residential Services in Hawke's Bay
REPORTING TO:	Wake Over Supervisor; under the direction of the Service Manager responsible for the Wake Over team
FUNCTIONAL RELATIONSHIP TO:	<p>You will have close working relationships with the House Manager and daytime staff of the house(s) where you work regularly</p> <p>In addition: functional relationship to Service Managers, other House Managers, Administrators, Therapists, Positive Behaviour Support Team, Leadership/Executive Team, all Support staff (as applicable)</p>

SCOPE OF RESPONSIBILITIES:

The Hōhepa community provides 24 hour / 7 days a week support, enablement and care for children/tamariki, young people/rangatahi and adults, based on anthroposophical principles of inclusive social development (Dr. Rudolf Steiner). We strive to make sure our practices are in line with Te Ao Māori – through the anthroposophical approach to farming, the holistic view of human development and the acknowledgment of the spiritual world at Hōhepa.

The people we support and residential staff form an important part of the Hōhepa community, and contribute greatly to the cultural life within the community. All Support Workers are required to provide positive values-based support and follow appropriate practices in their work; these will be informed by policies, procedures, standards, individual plans and the training provided.

The Wake Over Support worker is responsible for overnight 'AWAKE' care and support of vulnerable people. **THIS POSITION REQUIRES THE EMPLOYEE TO REMAIN 'AWAKE' AT ALL TIMES DURING THE SHIFT. (SLEEPING WHILE ON DUTY IS UNACCEPTABLE).**

The role involves the following major areas of responsibility:

To provide secure and safe monitoring of people we support during the night

- a) Receive handover / check-count people in the house / commence shift
- b) Check people while they sleep without disturbing them
- c) Provide progress notes on each person in the house every night
- d) Record sleep patterns and exceptional events
- e) Handover to morning shift

To assist in establishing and implementing programmes as assigned

- a) Implement overnight programmes as assigned
- b) Document progress

House Tasks

- a) Undertake house tasks as assigned e.g. cleaning, food preparation, baking, bread making, ironing and other tasks as required

- b) Report issues to the Supervisor on call
- c) Be fully aware of emergency procedures in cases of fire or other emergencies
- d) Provide first aid assistance to people we support if required (the Wake Over Support Worker must hold a current first aid certificate, or successfully complete training and receive one within three months of appointment)
- e) Be conscious of site security and respond to any perceived threats accordingly

Personal development

- a) Participate in ongoing agreed training for Support Workers in the House/Home.
- b) Attend formal training sessions and courses; these will take place outside of normal working hours, and will be paid for at your current hourly rate
- c) Participate in and contribute to your own performance appraisal & training and development needs process

KEY RESPONSIBILITY AREAS

Key Performance Areas:	Key Performance Indicators:
Special Character:	Demonstrates support and embraces the impulse of anthroposophical inclusive social development
Communication: Within Höhepa Written / report writing	Feedback from stakeholders about communication is positive
Health & Safety:	Consistently complies with Health & Safety procedures and is proactive in identifying and effectively dealing with hazards
Management of assets belonging to people we support and Höhepa:	Accepts responsibilities and can account for assets
Work Ethic: Punctuality, Attendance, Attitude, Teamwork	Consistent in attendance and punctuality, works in a professional manner and demonstrates positive attitudes
Health & Wellbeing: (To maintain optimum health and wellbeing by ensuring physical, emotional, spiritual needs are met)	Consistently provides quality progress notes; health issues are communicated timely and appropriately *Progress notes written daily *Concerns reported immediately
Structure and Positive approach:	Communicates with people using means that enhance understanding e.g. visual aids/pictures Uses a positive approach in supporting people
Professional Development through training and coaching:	Successfully completes compulsory training, including Team Teach, autism training and positive behaviour support Applies principles and can demonstrate improvements made
Performance Appraisal:	Participates positively in own performance appraisal and review Goals achieved
Policies & Procedures:	Is aware of, and works consistently within, the parameters of Höhepa Policies & Procedures Participates in training on P & P and demonstrates an understanding of requirements

Pay bands and expectations

All Support Workers at Hōhepa are paid in accordance with pay bands. Movement through the bands is based on holding a relevant qualification, along with completion of mandatory training.

Following consultation, we defined expectations that Hōhepa has of people working in support roles, at each of the four pay bands.

Expectations of support staff

Pre Work

Definition

Minimum knowledge, skills and attributes for recruitment into a direct support role at Hōhepa.

Criteria may be further defined for recruitment into specific positions, including but not limited to: working with children, people with high and complex needs or specialised needs related to aging or medical conditions. These will be clearly documented and communicated as part of the recruitment process. This could include seeking employees at a specific employment level as outlined in this document.

Before an offer of employment is made at least two satisfactory references must be obtained – one must be the person's current or most recent employer.

Knowledge	Skills	Attributes
No prior sector experience necessary	Full, clean driver licence	Able to follow plans or instructions
Treaty of Waitangi and how these principles apply in practice	Acceptable police or MOJ check Literate and numerate (English) Fluent in written and oral English Computer literate – able to use email, internet applications and word processing	Willing to learn and develop self in the role Team player Integrity and ethical standards Openness to and interest in anthroposophical inclusive social development, Hōhepa's special character Physically fit and healthy – able to meet the physical demands of the role Communicates effectively – verbal, written and listening skills Life skills and aptitude for work

Expectations of support staff

Level 1 – Learning

Definition

An employee who is new to supporting people with a disability or who is new to Hōhepa with prior experience and does not hold recognised qualifications. They will be supported to complete a defined Induction and Orientation. They will be mentored by a peer, overseen by their manager.

Employee will be rostered to known situations and non-complex support. They may be approved to work alone, at the discretion of their manager.

Note that, at all levels a person with a disability may choose this person to fulfil the role of their primary support worker.

It is anticipated that an employee will spend at least 3-6 months or 480 (awake) hours in the workplace at this level.

Knowledge	Skills	Attributes
Completes Induction and Orientation: <ul style="list-style-type: none">• Policy and procedure• Health and safety• Code of rights• UN Convention on Rights of People with a Disability• Abuse and Neglect• Restraint minimisation• Legislation, standards and guidelines relevant for work• Privacy and confidentiality• Infection control• Reporting – daily notes, incident reports, timesheets etc• Introduction to special character	Driver competency Medication competency (general) Demonstrate ability to follow support plans Cooking – nutritious whole foods Cleaning Laundry Support people with individual spending – able to reconcile receipts Uphold the rights of people being supported Learning skills of curative education and social therapy	Working within boundaries and scope of the role Develops respectful relationships with people being supported Demonstrates a flexible and creative approach to supporting people with a disability Recognises that diverse forms of communication are needed and is willing to adapt their communication as needed Works with family/whānau in a way that ensures they feel heard, informed and supported while respecting the right to privacy of the person being supported Is aware of family/whānau perspectives on the support being provided Recognises the networks that the person being supported has, enables these to be maintained Learning reflective practice
Working towards New Zealand Certificate in Health and Wellbeing Level 2		
First Aid Certificate		
Engaged in Hōhepa Workforce Development activities		

Expectations of support staff

Level 2 – Developing

Definition

An employee who is able to work confidently and autonomously in known, familiar and predictable situations. They may require supervision and support in more complex workplace situations.

It is anticipated that an employee will spend at least 18 months in the workplace at this level.

Knowledge	Skills	Attributes
Achieved New Zealand Certificate in Health and Wellbeing Level 2	Medication competency (specialised)	Putting learning into practice
Working towards New Zealand Certificate in Health and Wellbeing Level 3 (Support Work)	Recognises and reports risks Understands Hōhepa systems and knows how to gain support	Demonstrating ability to generalise knowledge and skills
Engaged in Hōhepa Workforce Development activities	Communicates effectively and appropriately – people we support, their families and colleagues	Able to come up with ideas to solve problems – communicates this information appropriately
Developing understanding of Hōhepa Special Character and inclusive social development	Reports and records information	Contributing team member Recognises that people we support live within a wider network of structures including family/whānau, friends, clubs, services and wider community

Expectations of support staff

Level 3 – Proficient

Definition

This is the minimum level Hōhepa would like all direct support staff to be operating at. Employees at this level can work independently and are proficient in all areas of the role. They require limited supervision and are well trusted by the organisation to complete the role to agreed standards.

An employee at this level can select and apply a range of solutions to known problems. They can demonstrate the ability to adapt their own behaviour to work well with others, including people with a disability that they are supporting. They may be given responsibility to act as a peer mentor or buddy to others in the role.

This employee can identify when they need support and knows where to access this. They know and work within their professional boundaries. An employee may choose to remain at this level and not pursue Level 4/Advanced.

Knowledge	Skills	Attributes
Achieved New Zealand Certificate in Health and Wellbeing Level 3 (Support Work); may hold Level 2; may be working towards Level 4	Able to provide support in unfamiliar and unpredictable situations	Able to reflect on own performance and seek support to develop
Engaged in Hōhepa Workforce Development activities	Is able to recognise and respond to changes Contributes to continuous improvement Able to manage household budget for service	Demonstrates trustworthy relationships and upholds the dignity of people with a disability Actively seeks to enhance opportunities that support full inclusion and participation of the person with a disability
Demonstrates knowledge of the social, cultural, psychological, spiritual and physical context of people with a disability – aware of different models to explain this	Applies in depth knowledge and understanding of: <ul style="list-style-type: none">Community participationOpportunities that support full social inclusion and being full citizensDifferent types of disabilities and conditions and how these impact on the physical, social and cognitive abilities of the personPositive behaviour support	Actively supports and engages with Special Character, including curative education and social therapy in practice. Understands and demonstrates culturally safe practice
Works with an understanding of inclusive social development in practice	Enables the person being supported to identify their community, or communities of interest, and to develop and maintain connections with them	Works knowledgably and flexibly with people with a disability who may have multiple disabilities or diagnoses Demonstrates understanding of age appropriate, developmentally appropriate, life-stage appropriate and culturally appropriate ways of supporting people with disabilities
		Demonstrates respect for access to processes for Māori and supports the establishment of relationships Actively demonstrates understanding of the social model of disability

Expectations of support staff

Level 4 – Advanced

Definition

An employee at this level has broad theoretical and operational knowledge. They can be relied on to step into complex and challenging situations. They are committed to their role and the people Hōhepa supports. They are prepared to work where they are needed, when they are needed, to help facilitate great outcomes for individuals and the organisation.

They will carry additional responsibilities that may include, but are not limited to:

- Supervision/leadership of others
- Develop goals and plans for individuals, in consultation with relevant others
- Roster support
- Able to coach and mentor others
- Assessor and/or workplace verifier
- On call cover/support
- Audit preparation
- Represent manager at outcomes assessments or specialist appointments
- Facilitate team meetings
- Fulfil the role of their manager as required i.e. when on leave

An employee at this level can manage themselves. They may take on responsibility for others.

Knowledge	Skills	Attributes
Achieved New Zealand Certificate Health and Wellbeing Level 4	Can respond appropriately to a range of situations, including crises	Demonstrates initiative; loyalty to Hōhepa; commitment to quality, continuous improvement
Engaged in Hōhepa Workforce Development activities	Able to develop strategies to address barriers to achieve people's aspirations	Challenges stigma and discrimination and promotes social inclusion and the dignity and value of people we support as part of everyday practice
Understands Hōhepa quality management system	Can develop and review plans in consultation with the person being supported, their family and support team	
Uses human rights in day to day approaches	Interpersonal skills, can be relied on to represent Hōhepa in difficult situations	Models and facilitates: <ul style="list-style-type: none">• Community participation• Meaning of citizenship and the importance of actively enhancing opportunities that support full citizenship
Has knowledge of other organisations, including disabled persons organisations (DPOs) and connects with these as relevant to the role	Administrative and organisational skills	<ul style="list-style-type: none">• Processes that facilitate the participation and joint development of comprehensive and holistic plans
Has insight into anthroposophical inclusive social development	Puts knowledge of social, cultural, psychological, spiritual and physical context of the person being supported into practice every day	<ul style="list-style-type: none">• Development of strategies for positive behaviour support• Development of a range of evidence informed supports and interventions
	Recognises, supports and ensures participation of person's family/whānau	

Wake Over Support Worker: General Conditions of Employment

Any offer of employment will be subject to a satisfactory Police Clearance and (for Wake Overs working predominantly with Tamariki/children aged under 18) Non Government Organisation Caregiver Vetting check (Child Youth & Families database). Hōhepa takes up a police vetting report and NGOCV check on all employees at the start of employment and then every two years. If you are charged with or convicted of an offence after being employed by Hōhepa it is important that you declare this promptly; this includes a warning letter from the police. If an undeclared conviction shows up on a future police report, this could be regarded as a breach of trust and may lead to disciplinary action including potential dismissal.

You confirm that you have the right to work in New Zealand, and agree to provide documentary proof (eg through a birth certificate or passport).

Smoking, Drugs and Alcohol:

Hōhepa is a fully non-smoking environment, including buildings, grounds and vehicles. If you accept employment with us you guarantee that you **will not smoke** (even during break times) during work hours.

This is a **safety-sensitive role**. You must agree to attend work **free of any adverse effects of alcohol or drugs** (including illegal drugs and similar substances); the way this is assessed is that a drug test would be negative. You must consent to pre-employment testing, then random testing if you are employed.

Nights/hours of work:

Full time work is 40 hours per week during the Monday – Sunday working week. You can be rostered to work either 4 nights of 10 hours or 5 nights of 8 hours (the 4-night work pattern is normally used). Rosters can be changed to meet operational needs. Part time working patterns can be mutually agreed.

Rest Breaks: Two 10-minute paid rest breaks each shift, plus a paid meal break as you are unable to leave the premises during the shift.

Review of job description:

As with all Hōhepa job descriptions, the contents of this JD will be kept under review and will be subject to change, in the light of experience. Any substantial changes will be discussed with you before being implemented; however you are required to work flexibly and accept that any JD is an indicator only – you agree to any reasonable duties that are asked of you.

As a Wake Over you are unlikely to be asked to do any sleepover shifts: this is provided for your information

SLEEPOVER: DESCRIPTION AND CONDITIONS

In houses where a Wake Over Support Worker is not rostered, support staff may be asked to work sleepover shifts. (In some cases, where a specific need is identified, a sleepover shift may be rostered in a house as back-up to the Wake Over; this must be agreed in advance by the relevant manager.)

A sleepover is a shift, normally no more than 10 hours in length, where the employee must be on the premises and available to provide support if necessary. They are permitted to sleep during this shift.

Any support staff (Support Worker, Team Leader, House Manager, House Leader etc) can be required to perform a sleepover; no one will be required to do more than three sleepovers in each pay fortnight without their consent. Hōhepa is committed to providing the best possible sleepover accommodation; this will include, where possible, a separate furnished bedroom with a lockable cupboard/drawer, a clean bed and bedlinen in good repair. Where a room is available the person doing the sleepover shift must sleep in this room. (This means that, if a live-in staff member does a sleepover shift, s/he will sleep in the sleepover room rather than the House Manager's flat during a shift.) If no separate room is available, the live-in staff member should use a sound monitor or other electronic device to ensure they can hear in the event they are needed.

Sleepover shifts are paid at an hourly rate, the adult minimum wage. Each employee must record all sleepover hours on their electronic timesheet using the 'Sleepover' role override. When a sleepover occurs on a statutory holiday, pay will be enhanced in accordance with the Holidays Act as set out in employment agreements.

Sleepovers are regarded as additional to the employee's primary employment, and so it is acceptable for a member of staff to work an evening shift (eg 4 – 9 pm), then a sleepover shift (9 pm to 7 am) then a morning shift (7 – 9.30 am). The sleepover does not count as 'work' in relation to Hōhepa's wish to promote good work-life balance. However the purpose of the sleepover shift is to be available for people who need support during the night, **and so anyone doing a sleepover shift must anticipate being woken during the night.**

If the employee is woken up to assist and is required to be awake for a sustained period of more than 4 hours, or a total of 4 hours on separate occasions during the shift, the following arrangements shall apply:

- They inform On Call.
- If they are rostered to work on the day the sleepover shift finishes, they can work until the end of their morning shift or to midday, whichever is later.
- They then go home to catch up on sleep, and must not work again until 7 am the following day; this means they must not do a sleepover shift that night.
- If they would miss out on pay due to not being able to work after midday, the sleepover shift will be paid at their normal hourly rate rather than at the minimum wage.
- Information on the above needs to be recorded and forwarded to the House Manager. Incident Reports must be completed, and reports entered on to Webcare.

When working a sleepover shift, the employee must comply with all Hōhepa policies and requirements just as if they were doing their 'normal' work, with the exception that they are permitted to sleep. Therefore **the employee must not be under the influence of alcohol or drugs, and must be fit and available for work. No employee under any circumstance may bring another person on to the premises with them when they work a sleepover shift, or permit another person to share the sleepover room with them.**

Sleepovers when an employee is off sick

As this is a working shift, if the employee is sick s/he cannot do a sleepover shift. So no-one can carry out a sleepover shift if they have been off work due to sickness that day.

Sleepovers when an employee is on leave

If the employee is on leave (approved annual leave, alternative leave, bereavement leave, LWOP etc) they cannot do a sleepover shift. As the shift includes part of two days, the employee can state their preference and either finish the sleepover and then start their leave that day, or do a sleepover on the day their leave ends, if applicable.

Sleepovers on rostered days off

Staff are either at work or it is their rostered day off; so there must be two consecutive nights (corresponding with RDOs) when they are not rostered for sleepover.

Rostering

Managers are responsible for rostering staff to meet the support needs of people and in accordance with Hōhepa policy. It is important that employees doing sleepovers know the people they support and the house; they must have completed Facility induction and have been signed off as able to work alone. A manager may wish to roster the same person to cover the sleepover along with the shift the previous evening or next morning (or both).

No staff member can be rostered to work more than 3 sleepovers in one week, except with the express permission of the Service Manager. (If an employee offers to work a 4th shift in an emergency, for example to cover unexpected absence, this must be approved via the Service Manager or On Call before the shift takes place, so that other possibilities can be explored first.)

As sleepovers are not part of the contractual hours of work (and are seen as additional hours), they can be changed or withdrawn; the normal process for roster change (including consultation and notification in writing) will apply.