

POSITION TITLE:	Residential Support Worker: Services for Tamariki and Rangatahi
NATURE OF POSITION:	Full Time / Part Time / Casual
LOCATION:	Poraiti Residential Community
REPORTING TO:	House Manager
FUNCTIONAL RELATIONSHIP TO:	Other House Managers, Day Service Manager and support staff; Service Managers; School Principal, Teachers, Teacher Aides; Nurse and Therapists; Behaviour Support Team; Adult Services staff (Residential and Day Activities); members of Property Services, HR, Finance, Admin and Leadership teams
RESPONSIBLE FOR:	Care, support, enablement and education of children and youth in a residential setting

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.

The role of the Support Worker is to create a warm home-like environment in the house, in which children and young adults in need of special care can feel secure, nurtured, supported and cared for, physically, emotionally and spiritually. Work takes place in the home (enabling people to do as much as possible for themselves, assisting them physically, emotionally and spiritually); supporting outings and involvement in the local community; and possibly a variety of daytime activities (depending on shift patterns).

Support Workers experience living and working together with people we support, in a situation that could be seen more as a way of life than a 'job' in the usual sense. It is expected that the Support Worker will participate in or assist with Hōhepa community activities, including festivals and our fair, and other community activities where possible.

KEY TASKS & RESPONSIBILITIES:

- 1 Supporting young people to develop their independence and capacity to participate in their personal care, the Hōhepa community and the community beyond Hōhepa.
 - a) Supporting and valuing capacity to make choices.
 - b) Promoting the welfare and interests of all people we support, particularly in the home you work in.

- c) Being informed about therapy plans and programmes, and supporting the therapy work for young people.
- 2 Assist with the development and implementation of IDP's (Individual Development Plans) and implementation plans for each person you support.
- 3 Participate in the general running and activities of the House/Home, including carrying out normal housekeeping duties and chores.
- 4 Be involved in the greater community life of Hōhepa.
 - a) Supporting the principles and practices of Hōhepa.
 - b) Participating in festivals and events as part of community life.
- 5 Maintain own personal development and training.

The Residential Support Worker's duties are, but not exclusively as outlined below:

1. Supporting Children/Young People

- a. Work with people you support in accordance with the principles of inclusive social development, based on the work of Dr Rudolf Steiner (Social Therapy/Curative Education). This includes attention to personal and hygiene habits, clothing, and home life skills, as well as the promotion of healthy social skills and the development of each individual. **You will work in a manner that reflects the principles of Best Practice and Duty of Care.**
 'Best Practice' is described as a superior method or innovative **practice** that contributes to the improved performance of an organisation.
 'Duty of Care' is defined as a legal obligation requiring you to adhere to a standard of reasonable care while performing your duties as a Residential Support Worker.
- b. Support reviews of the health of people you support, meeting (when appropriate) with Hōhepa Medical staff member/nurse, and ensuring that the young people receive medication or medical care as prescribed. Records of sickness, accidents or incidents are to be maintained using books provided for this purpose.
- c. Assist with caring for people you support who are sick or injured, as required.
- d. Support the spiritual life of people you support by providing times for devotion and reverence, grace at meals, morning and evening song, prayers at bedtime.
- e. Support young people in meal preparation. Assist in the preparation of meals that provide a balanced diet in accordance with the principles of nutrition and nutritional guidelines provided. It is required that you actively encourage participation in meal preparation and choice of meals for all people you support.
- f. Support people to carry a share of household tasks, ensuring these are carried out adequately; the tasks include cleaning, laundry, preparation of breakfast and teas, daily bread-baking, making yogurt, biscuits etc. You will also be required to do household tasks where the people you support are not able to be part of the process.
- g. Support young people to be involved in the community beyond Hōhepa by participating in outings, escort duties and shopping trips as required.

2. Contributing to individual plans for Development of people you support

- a. Key Worker role: This means being designated to specifically monitor the needs and care of one young person and ensuring the Individual Development Plan (IDP) goals are kept in focus, as well as providing monthly progress reports etc.
- b. Keep all information pertaining to Hōhepa and/or people we support, that is or may be of a confidential nature, **strictly confidential as per the Privacy Act and any amendments.** You are to adhere to the Policies and Procedures of Hōhepa Hawke's Bay.

3. Assisting with House Operation

- a. Assist with the maintenance of the overall appearance and upkeep of the House, furnishings and appliances, so that it can function effectively and can look as beautiful as possible, in keeping with therapeutic principles.
- b. Assist with gardening to ensure that gardens and lawns are kept tidy, enhance the house, and provide suitable recreation space for people we support.
- c. Work within the agreed rosters and timetables, to assist with the smooth running of the House/Home.
- d. Attend regular house meetings, to answer questions, discuss and solve problems, and ensure the efficient and harmonious running of the House.
- e. Work as a part of a team, particularly assisting new team members to build understanding of Hōhepa.
- f. Consistently comply with Health and Safety procedures; be proactive in identifying and effectively dealing with hazards.

4. Being a member of the Hōhepa Community

- a. Attend meetings essential for effective communication within the community, especially the House Meetings, Clinics and House/School Information Meetings as required.
- b. Attend and encourage other Support Workers to take advantage of study, presentations and artistic activities offered from time to time. These offer refreshment as well as an insight into some of the important features of inclusive social development and anthroposophy, on which the work of Hōhepa is based.
- c. Participate in Hōhepa festivals, and enhance festival celebrations by participating in appropriate seasonal and festive decorations in the House.
- d. Enhance the cultural life of the House where possible: through music, singing, games, drama, artistic and crafts activities, visits to local library, to concerts, and recreational weekend outings.

5. Personal Development

- a. Participate in ongoing agreed training for Support Workers.
- b. Participate in and contribute to your own performance appraisal and training and development needs process.

KEY RESPONSIBILITY AREAS

Key Performance Areas:		Key Performance Indicators:	
Supports children and young people:	<p>Maintains a positive and respectful 'can do' attitude.</p> <p>Is accredited with all compulsory training including First Aid, Autism and Team-Teach.</p> <p>Is informed and proactive in connection with the health and wellbeing of people we support.</p> <p>Is a good steward of people we support and their belongings.</p> <p>Provides relevant care and support as outlined in the Job Description.</p>		
Planning:	<p>Demonstrates an understanding of the development and support needs and interests of people you support.</p> <p>Contributes in an informed way at all required planning meetings and reviews of Individual Development Plans (IDP).</p> <p>Co-achieves objectives set in IDPs and other plans.</p> <p>Provides clear and meaningful progress reports on time.</p>		
House Operations:	<p>Effectively carries out duties set out in the job description.</p> <p>Has an effective working relationship with all parties.</p> <p>Effectively supports colleagues and provides cover as required.</p> <p>Shows initiative by identifying and completing tasks without instruction.</p> <p>Provides reports on time and to an agreed quality</p>		
Hōhepa Community Membership:	<p>Demonstrates support for and embraces the principles of inclusive social development as practiced at Hōhepa.</p> <p>Participates in special events and learning opportunities provided to increase understanding of the special character of Hōhepa.</p>		
Personal Development Goals:	<p>Takes opportunities for training and development available.</p> <p>Demonstrates transfer of learning back into the workplace.</p> <p>Demonstrates commitment to own development.</p> <p>Learns about meaningful self-reflection.</p>		
Personal Effectiveness:	<p>Effective communication and consultation to all parties.</p> <p>Demonstrates initiative.</p> <p>Seeks opportunities for continuous improvement.</p> <p>Demonstrates responsibility at all times.</p> <p>Is compliance-oriented.</p> <p>Maintains confidentiality and trust in all matters pertaining to this position.</p>		
GENERAL			
Key Performance Areas:		Key Performance Indicators:	
Policies & Procedures:	Constantly complies and can demonstrate best practice.		
Health & Safety:	Consistently complies with procedures and is proactive in identifying and effectively dealing with hazards.		

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	Willing to learn and develop self in the role
	Literate and numerate (English)	Team player
	Fluent in written and oral English	Integrity and ethical standards
	Computer literate – able to use email, internet applications and word processing	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
<p>Completes Induction and Orientation:</p> <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 <p>Working towards New Zealand Certificate in Health and Wellbeing Level 2</p> <p>First Aid Certificate</p> <p>Engaged in Hōhepa Workforce Development activities</p>	<p>Driver competency</p> <p>Medication competency (general)</p> <p>Demonstrate ability to follow support plans</p> <p>Cooking – nutritious whole foods</p> <p>Cleaning</p> <p>Laundry</p> <p>Support people with individual spending – able to reconcile receipts</p> <p>Uphold the rights of people being supported</p> <p>Learning skills of curative education and social therapy</p>	<p>Working within boundaries and scope of the role</p> <p>Develops respectful relationships with people being supported</p> <p>Demonstrates a flexible and creative approach to supporting people with a disability</p> <p>Recognises that diverse forms of communication are needed and is willing to adapt their communication as needed</p> <p>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</p> <p>Is aware of family/whānau perspectives on the support being provided</p> <p>Recognises the networks that the person being supported has, enables these to be maintained</p> <p>Learning reflective practice</p>

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	Demonstrating ability to generalise knowledge and skills
Engaged in Hōhepa Workforce Development activities	Understands Hōhepa systems and knows how to gain support	Able to come up with ideas to solve problems – communicates this information appropriately
Developing understanding of Hōhepa Special Character and inclusive social development	Communicates effectively and appropriately – people we support, their families and colleagues	Contributing team member
	Reports and records information	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
<p>Achieved New Zealand Certificate in Health and Wellbeing Level 3 (Support Work); may hold Level 2; may be working towards Level 4</p> <p>Engaged in Hōhepa Workforce Development activities</p> <p>Demonstrates knowledge of the social, cultural, psychological, spiritual and physical context of people with a disability – aware of different models to explain this</p> <p>Works with an understanding of inclusive social development in practice</p>	<p>Able to provide support in unfamiliar and unpredictable situations</p> <p>Is able to recognise and respond to changes</p> <p>Contributes to continuous improvement</p> <p>Able to manage household budget for service</p> <p>Applies in depth knowledge and understanding of:</p> <ul style="list-style-type: none"> • Community participation • Opportunities that support full social inclusion and being full citizens • Different types of disabilities and conditions and how these impact on the physical, social and cognitive abilities of the person • Positive behaviour support <p>Enables the person being supported to identify their community, or communities of interest, and to develop and maintain connections with them</p>	<p>Able to reflect on own performance and seek support to develop</p> <p>Demonstrates trustworthy relationships and upholds the dignity of people with a disability</p> <p>Actively seeks to enhance opportunities that support full inclusion and participation of the person with a disability</p> <p>Actively supports and engages with Special Character, including curative education and social therapy in practice.</p> <p>Understands and demonstrates culturally safe practice</p> <p>Works knowledgeably and flexibly with people with a disability who may have multiple disabilities or diagnoses</p> <p>Demonstrates understanding of age appropriate, developmentally appropriate, life-stage appropriate and culturally appropriate ways of supporting people with disabilities</p> <p>Demonstrates respect for access to processes for Māori and supports the establishment of relationships</p> <p>Actively demonstrates understanding of the social model of disability</p>

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	Models and facilitates:
Uses human rights in day to day approaches	Interpersonal skills, can be relied on to represent Hōhepa in difficult situations	<ul style="list-style-type: none"> • Community participation • Meaning of citizenship and the importance of actively enhancing opportunities that support full citizenship • Processes that facilitate the participation and joint development of comprehensive and holistic plans • Development of strategies for positive behaviour support • Development of a range of evidence informed supports and interventions
Has knowledge of other organisations, including disabled persons organisations (DPOs) and connects with these as relevant to the role	Administrative and organisational skills	
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	
	Recognises, supports and ensures participation of person's family/whānau	

Residential Support Worker: General Conditions of Employment

Any offer of employment will be subject to a satisfactory Police Clearance and NGOCV 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.

Days/hours of work:

Full time work is 40 hours per week during the Monday – Sunday working week. At least one weekend day will be required; weekdays normally include split shifts (eg 7 – 9.30 am, then 3 – 8 pm) except during school term breaks. 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.