

POSITION TITLE:	Support Worker: Adult Services
NATURE OF POSITION:	Full Time / Part Time / Casual
LOCATION:	Hōhepa Service for Adults
REPORTING TO:	House Manager; will include working under the direction of senior staff in a residential setting, and the daytime Facilitator / Coordinator for daytime activities, as applicable
FUNCTIONAL RELATIONSHIP TO:	Service Managers; House Managers and support staff; Day Activities Facilitators and teams; Director of Services; Nurses and Therapists; Behaviour support team; Service Managers, Principal and staff from the Tamariki and Rangatahi services and School, particularly with regard to transition of people we support; members of Property Services, HR, Finance, Admin, Leadership teams
EXTERNAL RELATIONSHIPS WITH:	Family members and advocates of the people we support; health professionals and specialists; visitors and members of the public

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 enable people to reach their greatest level of independence. This involves work in the home (creating an environment in which people we support can do as much as possible for themselves and feel secure, nurtured, supported and cared for, 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.

PRIMARY OBJECTIVES OF THE POSITION

- Support adults to develop their independence, capacity to make choices and ability to participate in all aspects of life, within the Hōhepa community and the community beyond Hōhepa.
- Work in accordance with anthroposophic principles (inclusive social development), Hōhepa standards, policies and procedures, Health & Disability Service Sector requirements, the Privacy Act and recognised best practice, to ensure that people we support are enabled to live as independently as possible and that every life is fully lived.
- Participate in the activities of the House/Home, with the aim of creating a place of beauty where people are welcome, nourished and 'at home'; this includes carrying out normal housekeeping duties and chores, working alongside and supporting people in these activities wherever possible.
- Understand, contribute to and work in accordance with plans and programmes in relation to the people we support.
- Work effectively as a member of the Hōhepa team (supporting Hōhepa's principles and participating in festivals and events); the Adult Services team (working collaboratively with all members of the team); and the cluster team (with the Cluster Leader, House Leader, Senior Support staff and other Support Workers).

KEY RESULT AREAS

Work with people we support with a focus on their wellbeing

Key Accountabilities	Key Performance Indicators
• Work with people we support in accordance with the therapeutic principles of Rudolf Steiner (inclusive social development). This includes attention to personal and hygiene habits, clothing, and home life skills of people we support, as well as the promotion of healthy social skills. • Work in a manner that reflects the principles of Privacy, Best Practice and Duty of Care. 'Best Practice': a superior method or innovative practice that contributes to the improved performance of an organisation. 'Duty of Care': a legal obligation requiring you to adhere to a standard of reasonable care while performing your duties as a Support Worker. • Be aware of and work consistently in accordance with plans and programmes, including risk management plans, behaviour support plans, therapy plans, day activities programmes (as applicable). • Promote the health and wellbeing of people we support, with a strong emphasis on supporting people to make good decisions; could include participating in meetings or consultations, ensuring that people receive medication or medical care as prescribed, implementing agreed programmes for each person we support (eg nutrition, movement, fitness), keeping timely and accurate records of progress, sickness, accidents and incidents. • Support the spiritual life of members of the household, by providing times for devotion and reverence, grace at meals, morning and evening song, prayers at bedtime. Maintain an awareness of the cultural needs (religious, ethnic etc) of people we support, and act accordingly.	• People we support are respected, have choice and their welfare and needs are catered for to high quality levels • Evidence of understanding of Social Therapy principles, and putting them into practice • Knowledge and understanding of Privacy, Duty of Care and Best Practice • Evidence of awareness of risk management, behaviour support and therapy plans, which are put into practice • Participation in Hōhepa Community events, outings, holidays, music, drama, artistic activities, visits • Evidence of support for spiritual and cultural needs of the people we support • Menu plans are followed and meals prepared in line with nutritional policy • Money belonging to people we support is carefully handled, purchases are in line with agreements • Consistent handover information takes place • Evidence of effective communication with co-workers demonstrating that

Key Accountabilities	Key Performance Indicators
• Support people in meal planning and preparation. The aim is that people we support and staff actively participate in menu planning, with staff encouraging and supporting healthy choices; meals should provide a balanced diet in accordance with the principles of nutrition and nutritional guidelines provided - as far as possible food should be biodynamically grown at Hōhepa (or organic), spray-free, without chemical additives, artificial colouring or preservatives. People we support are involved in meal preparation, with support; the planned menu must be followed as closely as possible. • Assist with the overall appearance and upkeep of the House • Support people we support to carry their share of household tasks (cleaning, laundry, baking, gardening etc). You will need to encourage, supervise and do the tasks when people we support are not able to be part of the process. • Participate in the cultural life of people we support through music, singing, games, drama, artistic and crafts activities, visits to local library, attending concerts, and recreational weekend outings; comply with planning processes for outings to ensure the purpose is clear and safety is taken into account. • Assist people we support to manage their own money (whether earnings, pocket money or gifts) and support them with purchases, taking account of plans, family wishes, needs etc • Keep everyone informed of issues and support high standards of service delivery, through participating in effective handovers with staff on other shifts/roles.	you observe, record, report, hand over and communicate any changes – resulting in a flow of information focused on the people being supported

Work with people we support with a focus on their development

Key Accountabilities	Key Performance Indicators
• Work with people we support in a way that enables them to reach their greatest level of independence. • Contribute to the development of quality Individual Development Plans (IDPs) for people we support, and work in accordance with implementation plans. • Support people to develop skills; to include contributing to and implementing programmes and plans for developing a range of skills in the following areas: ○ Physical environment ○ Physical body (including personal cares) ○ Feelings and emotions ○ Relationships and Communication ○ Individuality and Autonomy ○ Work including crafts • Communicate with families / advocates of people we support, appropriately and in line with Hōhepa protocols	• Conversant with IDP goals of people we support; works in accordance with implementation plans; keeps accurate records of progress towards goals • Evidence of an attitude and practice of enablement • Involvement in programmes to support people to develop life skills • Accurate and appropriate communication with families of people we support

Service quality, compliance, continuous improvement

Key Accountabilities	Key Performance Indicators
• Work at all times in accordance with Hōhepa's policies, procedures, standards and requirements; take responsibility for maintaining an awareness of requirements; seek advice from senior staff (Cluster Leader, House Leader, daytime activities Facilitators, On Call etc) if unsure • Work in a safe manner, conscious of the health and safety implications of different aspects of the work; consistently comply with Health and Safety procedures; be proactive in identifying and effectively dealing with hazards. • Report all incidents, accidents and near misses, and participate in investigations and follow-up actions to learn from incidents and achieve improvements. • Make suggestions for changes to improve service quality • Keep and maintain all necessary records and provide reports, in accordance with Hōhepa guidelines and to meet required standards, formats and timeframes	• Evidence of compliance with policies and requirements • Maintains accurate records; reports and progress notes provide meaningful and relevant information • Is aware of Health & Safety requirements; proactive in dealing with hazards, reports all incidents • Participates in reviews of incidents, accidents, trial evacuations etc; shares ideas for improvements, makes suggestions for positive change

An effective member of the Hōhepa team

Key Accountabilities	Key Performance Indicators
• Work in accordance with special character principles and practices – which includes recognising and respecting the rhythms of the day and seasons, aiming for the good, the true and the beautiful in life and work. • Act as a role model for all people we support, volunteers, visitors and new staff, demonstrating conduct and behaviours expected from a trusted co-worker; this includes loyalty, confidentiality, collegiality and a commitment to working together as part of a team, in the best interest of people we support. • Support the smooth running of the team by working within the agreed rosters and timetables, working flexibly with a willingness to take on other tasks, using initiative and accepting responsibility; where applicable work across different settings (home, daytime activities, off site work in the community), maintaining the same levels of professionalism, loyalty and teamwork. • Attend and participate in staff meetings; engage in joint problem solving, put forward ideas and share experience. • Assist the Cluster Leader in supporting and educating new team members to build their understanding of Hōhepa. • Take action to address any conflicts and disagreements in a proactive and constructive manner (and always behind closed doors – not in front of people we support). • Contribute to Hōhepa festivals and events. • Participate in and contribute to your own performance appraisal; identify training and development needs; attend and actively participate in training and development opportunities which can include compulsory training and personal development.	• Demonstrates support for and embraces the impulse of Anthroposophical Social Therapy – through speech and actions • Maintains confidentiality, demonstrates collegiality and loyalty; no examples of spreading gossip or rumours, undermining Hōhepa managers and colleagues • Evidence of reflecting on own performance and taking advantage of learning and development opportunities in order to improve performance • Is a reliable and constructive team member, maintaining consistency in different areas of work • Effectively carries out duties set out in the job description. • Has effective working relationships; supports co-workers, works flexibly • Shows initiative; identifies and completes tasks without instruction • Demonstrates commitment to own development; participates in training, transfers learning back into the workplace, learns about meaningful self-reflection • Participates in events and learning opportunities to increase understanding of Hōhepa's special character

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
Completes Induction and Orientation: • 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 Working towards New Zealand Certificate in Health and Wellbeing Level 2 First Aid Certificate Engaged in Hōhepa Workforce Development activities	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

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
Achieved New Zealand Certificate in Health and Wellbeing Level 3 (Support Work); may hold Level 2; may be working towards Level 4 Engaged in Hōhepa Workforce Development activities Demonstrates knowledge of the social, cultural, psychological, spiritual and physical context of people with a disability – aware of different models to explain this Works with an understanding of inclusive social development in practice	Able to provide support in unfamiliar and unpredictable situations Is able to recognise and respond to changes Contributes to continuous improvement Able to manage household budget for service Applies in depth knowledge and understanding of: - 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 Enables the person being supported to identify their community, or communities of interest, and to develop and maintain connections with them	Able to reflect on own performance and seek support to develop 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 Actively supports and engages with Special Character, including curative education and social therapy in practice. Understands and demonstrates culturally safe practice Works knowledgeably 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	Models and facilitates:
Uses human rights in day to day approaches	Interpersonal skills, can be relied on to represent Hōhepa in difficult situations	• 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	

General Conditions of Employment

Any offer of employment will be subject to a satisfactory Police Clearance. Hōhepa takes up a police vetting report on all employees at the start of employment and then every two years. If you are convicted of an offence after being employed by Hōhepa it is important that you declare this promptly; 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:

Casual Support Worker shifts could be available any day during the Monday – Sunday working week. Shifts are normally between the hours of 6am and 10 pm and can include split shifts (eg 7 – 9.30 am, then 4 – 9 pm); morning shifts (eg 6 am to 2 pm); evening shifts (eg 2 – 10 pm). Shift length and timings are designed to meet the needs of people we support and so can change over times.

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.