

POSITION DESCRIPTION

POSITION TITLE: Crisis Respite Support Worker

LOCATION: Affinity Services Ltd, Russell Rd, Manurewa

REPORTS TO: Service Leader - Crisis Respite

HOURS OF WORK: 80 Hours per Fortnight
Monday to Sunday; roster shifts covering a 24-hour day.

DATE PREPARED: May 2009

PURPOSE:

Using the principles of client recovery and utilising community resources, actively supports clients in crisis to meet their recovery goals and maintain links with their family/ whanau and local community thus ensuring a seamless interface between the service, DHB clinical services and the community.

KEY ACCOUNTABILITIES:	KEY PERFORMANCE INDICATORS:
1. Assists clients to reduce their stress levels, enhance wellness and strengthen their ability to maintain their recovery.	Actively develops good working relationships with clients and colleagues, accurately records information and acts on any potential issues.
2. Develops effective, supportive working relationships with clients and their families/ whanau/ significant others, and continually strives to meet and improve service delivery.	Manages relationships effectively, as measured by client feedback. Involves family/ whanau/ significant others and clinical services as appropriate/ required.
3. Ensures case management processes, recovery plans and all individual documentation are accurate and current for each client.	Client files are accurate and current with recovery plans in place and being progressed. All work with clients consistently meets the National Mental Health Standards.
4. Establishes positive working relations with colleagues, team members, Service Coordinator/ Service Leader and DHB clinical services.	Measured by colleague, team member, Service Coordinator/ Service Leader feedback.
5. Actively works with clients and colleagues in developing and maintaining a safe, comfortable and clean living environment.	The environment meets organisational standards and day to day operations comply with all Affinity Services policies and procedures.

6. Actively supports cultural awareness within the organisation, seeks assistance and refers clients to culturally appropriate services/ teams as required.	Supports Affinity Services cultural processes and range of services, referring clients where necessary for specialised support.
7. Complies with all Affinity Services Ltd's policies and procedures.	All policies and procedures are complied with consistently.
8. Identifies and acts on any potential risks, crises or issues associated with clients, service delivery, colleagues or within Affinity Services property.	Demonstrates risk awareness and plans to mitigate any potential problems and refers these to Service Coordinator/ Service Leader as required.
9. Actively participates in on-going training and development (individual and organisation).	Training & development, supervision, performance reviews and project work all planned and completed.
10. Maintains a safe environment for clients and staff as determined by HADSS, emergency planning and Health and Safety standards.	All HADSS, emergency planning and health and safety standards are complied with.

INTERNAL/EXTERNAL RELATIONSHIPS:

- Clients and their families/whanau
- Affinity Services Support Workers, Service Coordinators, Service Leaders and the Executive Management Team.
- Kaiarahi, Kaumatua, Kuia and the Kaupapa Maori team
- Community Mental Health Centres
- DHB Mental Health workers
- Mental health providers (NGO and DHB), health providers
- Consumer groups
- Community groups and Government agencies

PERSON SPECIFICATION:

Knowledge

- Knowledge of, and experience in community work
- Understanding of mental health
- Knowledge of recovery perspectives, and the skills to work in a recovery focused way
- Knowledge of relevant mental health legislation including National Mental Health Standards and the Mental Health Act
- Commitment to the principles of the Treaty of Waitangi
- Cultural awareness.

Skills & Abilities

- Inter-personal skills - ability to build rapport and empower clients to gain control of their mental health and lives
- Networking skills to link in with internal and external key stakeholders
- Ability to provide support to clients and display patience and understanding
- Ability to work cohesively and effectively with other team members
- Flexibility – ability to work with a varying client base recognising the unique circumstances of each individual
- Administrative skills
- Time management skills
- Ability to identify family/whanau needs and provide appropriate support/direction.

Equipment used and/or technology skills etc.

- Sound computer skills including the use of e-mail, internet and Microsoft Office applications.
- Full, current driver's licence.

Experience

- Mental health and/or relevant health experience.

ENVIRONMENT:

Affinity Services Limited is an NGO (Non-Government Organisation) providing mental health services to a range of clients in the community within Auckland City and Counties Manukau.