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| POSITION DESCRIPTION |
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POSITION TITLE: Support Worker - Residential

LOCATION: Affinity Services Ltd network of supported housing options located throughout Central and South Auckland.

REPORTS TO: Service Coordinator - Residential

HOURS OF WORK: 80 Hours per fortnight
Monday to Sunday; rostered shifts covering a 24-hour day (with sleepovers for Level 3 and awake night shifts for Level 4)

DATE PREPARED: March 2010

PURPOSE:

Using the principles of client recovery and utilising community resources, actively works with clients in supported housing options to assist them with their personal maintenance and recovery; developing skills to live independently and enabling their successful transition into the community.

| KEY ACCOUNTABILITIES: | KEY PERFORMANCE INDICATORS: |
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| 1. Develops and maintains an active interest in supported housing client's lives, building rapport and identifying and acting on any factors that may be hindering client recovery. | Maintains contact with clients and colleagues, records information and acts on any potential issues. |
| 2. Develops effective and approachable relationships with clients and their families/whanau/significant others, and continually strives to meet and improve residential service delivery. | Manages individual relationships and caseload effectively, as measured by client feedback. Involves family members 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. Carry out joint casework as appropriate. Client work meets the National Mental Health Standards. |
| 4. Establishes positive working relations with other key workers, team members and Service Coordinators. | Measured by colleague and Service Coordinator feedback. |

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| 5. Actively works with clients and colleagues in developing and maintaining a safe and clean living environment, ensuring all policies and processes are complied with. | The living environment meets contracted standards and day to day operations comply with all Affinity Services processes. Ensures all administration for the residence is up to date and accurate. |
| 6. Ensures Affinity Services Ltd's medication policies and procedures are complied with. | Full compliance with medication policies and procedures. |
| 7. Actively supports cultural awareness within the organisation, and refers clients appropriately to Maori or Asian teams where required. | Supports Affinity Services cultural processes and range of services, referring clients where necessary for specialised support. |
| 8. Complies with all Affinity Services Ltd's policies and procedures. | All policies and procedures are complied with particular emphasis on health & safety. |
| 9. 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 or refers such risks/issues/crises to the Service Coordinator. |
| 10. Actively participates in on-going training and development, supervision (individual & group), performance reviews, project meetings, etc. | Training & development, supervision, performance reviews and project work all planned and completed. |
| 11. 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 Management and Staff
- Kaiarahi, Kaumatua, Kuia and the Kaupapa Maori team
- Key workers in hospital and health services
- Mental health providers, health providers and consumer groups
- Community groups and Government agencies
- Non-government organisation service providers
- Clinical services.

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
- Cultural awareness.

Skills & Abilities

- Inter-personal skills - ability to build rapport with clients and provide encouragement
- 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 needs and provide appropriate support.

Equipment used and/or technology skills etc.

- Sound computer skills including the use of e-mail, internet and Microsoft Office applications.
- Information database (training provided)
- Full, current driver's licence.

Experience

- Mental health and social work experience
- Experience in non-government organisations.

ENVIRONMENT:

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