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**HŌHEPA HAWKES BAY**

**JOB DESCRIPTION**

POSITION TITLE: **Independent Living (IL)** **Key Worker**

LOCATION: House/Houses in the Clive, Taradale, Greenmeadows area; actual work location can be changed to meet operational needs; some travel within the Napier / Hastings area is required

RESPONSIBLE TO: MIL Coordinator, MIL Facilitator (based at Avondale House) or other designated manager

FUNCTIONAL Adult Services Manager; Day Activities and Community

RELATIONSHIPS TO: Participation Leaders and staff; Cluster Leaders, House Leaders and teams; Farm staff; Therapists; Behaviour Support; members of Admin, Property Services, Leadership and Executive teams

RESPONSIBLE FOR: Support and enablement of people we support. Overall implementation of and reporting on Individual Programmes as assigned, using positive values and approaches.

**General Description:**

The Hōhepa community provides 24 hour / 7 days a week care for children/young people and adults, based on Anthroposophical principles of Inclusive Social Development (Dr. Rudolf Steiner). Hōhepa Hawke’s Bay is undergoing a period of organisational development, to build a healthy organisation that delivers a consistently high quality service, focused on the needs and aspirations of the people we support, informed by the principles of Anthroposophy.

The More Independent Living (‘MIL’) project is a service for people who aspire to live independently. It includes a range of different living situations (shared housing, individual ‘chalets’, shared tenancies). People we support participate in a learning programme to help them develop skills and confidence.

Part of the role is to facilitate a range of opportunities for adults, including opportunities for work and participation in the community, which take account of:

* The principles of Inclusive Social Development
* The obligations and intent of contracts held with the Ministry of Social Development (MSD) and Ministry of Health (MOH)
* ‘Supported Employment’ opportunities where applicable
* Participation in the community (in line with the ‘Pathways to Inclusion’ policy)
* Adult education initiatives

**The learning programme** for tenants is led by the tenants themselves as needs are identified and developed, and managed by the MIL Coordinator (with support from other members of the team and elsewhere within Hōhepa).

The Key Worker is primarily there to be a role model; someone who can enable, encourage, educate and has emotional intelligence to guide people we support through informed decision making.

**Scope of Responsibilities:**

The role of the Key Worker involves the following major areas of responsibility:

1. **To enable individuals to develop and maintain daily living skills**
   1. Nutritional knowledge and preparation
   2. Housekeeping chores
   3. Personal finances and budgeting
   4. Social and recreational activities
   5. Participate in planning
   6. Work within the learning programme framework
   7. Review / monitor goals / outcomes
   8. Work within the agreed structure

1. **To enable individuals to develop and maintain their level of personal care and hygiene independently**
   1. Personal hygiene and appearance
   2. Physical and mental health

1. **To assist in the development of Individual Development Plans and Daily Learning programmes**
   1. Participate in the development and implementation of tenants’ Individual Development Plans
   2. Liaise regularly with other staff working with individual tenants
2. **To take on any other duties, responsibilities and tasks within the remit of the role, to contribute to the welfare of people we support, the work of the team and the interests of the organisation**

## KEY RESPONSIBILITY AREAS

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| **K**ey **P**erformance **A**reas: | **K**ey **P**erformance **I**ndicators: |
| **Supporting Anthroposophy:** | * Demonstrates support and embraces the impulse of Inclusive Social Development (based on anthroposophy) |
| **Communication:**  Within Hōhepa  Written / report writing | * Feedback from stakeholders about communication is Positive * Maintains open channels of communication with family members of key people * Demonstrates appropriate handover with day activities * Supports key people to write house report / nights away * Writes monthly reports of key people within timeframe |

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| **Health & Safety:**  Individual Risk assessment | * Consistently complies with H and S procedures and is proactive in identification and effectively dealing with hazards * Record of individual risk assessments as necessary |
| **Management of tenants’ and**  **Hōhepa’s assets:** | * Accepts responsibilities and can account for assets * Maintains auditable track of incoming and outgoing monetary spending / budgeting |
| **Work Ethic:**  Punctuality, Attendance, Attitude, Teamwork | * Consistent in attendance and punctuality, works in a professional manner and demonstrates positive attitudes |
| **Health & Wellbeing:**  ( To maintain residents’ optimum health & wellbeing by ensuring physical, emotional, spiritual needs are met) | * Consistently provides quality progress notes and health issues are communicated timely and appropriately   \* Progress notes / diary written daily  \* Concerns reported immediately  \* Incident reports clear and within timeframe |
| **Planning:** | * Contributes to and implements IDP for individuals assigned to * Participates in reviewing plans   \* Contributions to plans documented  \* Planning goals achieved |
| **Structure and Positive approach:** | * Will communicate with tenants using means that enhance understanding e.g. visual aids/pictures * Will use a positive enabling approach in supporting tenants towards independent living |
| **Professional Development through Training and coaching:** | * Successfully completes training, as required, including Autism training * 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 Hōhepa & MIL Policies & Procedures * Attends 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 (implemented as part of the Pay Equity settlement in 2017). Movement through the bands is based on holding a relevant qualification.

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

**Expectations of support staff**

**Pre Work**

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| **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. |

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| **Knowledge** | **Skills** | **Attributes** |
| No prior sector experience necessary  Treaty of Waitangi and how these principles apply in practice | Full, clean driver licence  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 | Able to follow plans or instructions  Willing to learn and develop self in the role  Team player  Integrity and ethical standards  Openness to and interest in Anthroposophy and 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 0 – Learning**

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| **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. |

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| **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**

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| **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. |

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| **Knowledge** | **Skills** | **Attributes** |
| Achieved New Zealand Certificate in Health and Wellbeing Level 2  Working towards New Zealand Certificate in Health and Wellbeing Level 3 (Support Work)  Engaged in Hōhepa Workforce Development activities  Developing understanding of Hōhepa Special Character and Anthroposophy | Medication competency (specialised)  Recognises and reports risks  Understands Hōhepa systems and knows how to gain support  Communicates effectively and appropriately – people we support, their families and colleagues  Reports and records information | Putting learning into practice  Demonstrating ability to generalise knowledge and skills  Able to come up with ideas to solve problems – communicates this information appropriately  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**

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| **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. |

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| **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 Anthroposophy 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 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**

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| **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. |

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| **Knowledge** | **Skills** | **Attributes** |
| Achieved New Zealand Certificate Health and Wellbeing Level 4  Engaged in Hōhepa Workforce Development activities  Understands Hōhepa quality management system  Uses human rights in day to day approaches  Has knowledge of other organisations, including disabled persons organisations (DPOs) and connects with these as relevant to the role  Has insight into Anthroposophy and demonstrates knowledge of curative education and social therapy | Can respond appropriately to a range of situations, including crises  Able to develop strategies to address barriers to achieve people’s aspirations  Can develop and review plans in consultation with the person being supported, their family and support team  Interpersonal skills, can be relied on to represent Hōhepa in difficult situations  Administrative and organisational skills  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 | Demonstrates initiative; loyalty to Hōhepa; commitment to quality, continuous improvement  Challenges stigma and discrimination and promotes social inclusion and the dignity and value of people we support as part of everyday practice  Models and facilitates:   * 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 |

**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:**

Work times will be rostered to ensure that the Key Worker is available when the key people need support, and so some weekend work and unsocial hours will be a regular part of the role. You will have regular shifts and rostered days off; but flexibility is essential in this role.

If you are supporting people with Individualised Funding (IF) contracts: when they are not using Hōhepa services (for example they are sick or on leave), work is not available; shifts can be provided elsewhere in the adult community (arranged by the Roster Coordinators). The job description of the alternative role, eg Support Worker, will then apply for any such work.

**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.