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| POSITION TITLE: | Support Worker |
| LOCATION: | Hōhepa Wellington based in Otaihanga |
| REPORTING TO: | Operations Manager / House Leader |
| FUNCTIONAL RELATIONSHIP TO: | Other Leaders and support staff in Kāpiti; Hōhepa Hawke's Bay managers, support staff, therapists, members of Property Services and Admin teams; staff and individuals from other local organisations with which Hōhepa has links |
| RESPONSIBLE FOR: | Care, enablement, development and support of adults in a residential setting. |

SCOPE OF RESPONSIBILITIES:

Hōhepa Hawke's Bay is part of Hohepa Services Limited, delivering intellectual disability services based on the work of Rudolf Steiner (Anthroposophical Curative Education and Social Therapy).

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 they 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 other community activities where possible.

KEY TASKS & RESPONSIBILITIES:

- Support people 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 of 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 the plans and programmes of the people you support.
- Work effectively as a member of the Hōhepa team (supporting Hōhepa's principles and participating in festivals and events) and the local team in Otaihangā (working collaboratively with all members of the team).

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

1. Supporting People

- Support people in accordance with the principles of inclusive social development, based on the work of Dr Rudolf Steiner (anthroposophy). This includes attention to personal and hygiene habits (intimate personal hygiene such as assisting with toileting may be required), 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 Support Worker.
- Assist with caring for sick people; ensure that people we support receive medication or medical care as prescribed. Records of sickness, accidents or incidents are to be maintained using books provided for this purpose.
- Support individuals' spiritual life by providing times for devotion and reverence, grace at meals, morning and evening song, prayers at bedtime.
- Assist the people you support in meal preparation. This includes 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 in the house.
- Support people to carry a share of household tasks, ensuring these are done adequately; this includes 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.
- Support people to be involved in the community beyond Hōhepa by participating in outings, shopping trips etc. as required.

2. Contributing to Individual Development Plans

- Key Worker role: This means being designated to specifically participate in, monitor the needs and care of one person, and ensure the Individual Development Plan (IDP) goals are kept in focus, as well as providing monthly progress reports etc.
- 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.
- Participate in meetings focused on IDPs including goal setting, review of progress, interim reviews etc.

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 in building understanding of Hōhepa.
- f. Consistently comply with Health and Safety procedures; be proactive in identification and effectively dealing with hazards.

4. Being a member of the Hōhepa Community

- a. Attend meetings essential for effective communication within the community, especially House and other Meetings as required.
- b. Attend and encourage other Support Workers to take advantage of the artistic activities offered from time to time. These offer refreshment as well as an insight into some of the important features of Curative Education and Social Therapy as practiced at Hōhepa.
- 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 & training and development needs process.

6. Provide Daily Activities for individuals and / or groups

- a. Participate in planning of activities, then implement plans, monitor and review. Activities may include (but are not limited to) crafts, homemaking, environment setting, social opportunities and interactions, leisure activities.
- b. Work at all times within the daily structure, individual programmes and plans, policies and procedures, and the training provided, to ensure high standards of service delivery.

KEY RESULT AREAS

| Key Performance Areas: | Key Performance Indicators: |
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| Supports People: | <ul style="list-style-type: none"> • Maintains a positive and respectful 'can do' attitude. • Is accredited with First Aid, Team-Teach and other compulsory training, including Medication Competency if required. • Is informed and proactive with individuals' wellbeing. • Is a good steward of individuals and their belongings. • Provides relevant care and support as outlined in the Job Description. |
| Planning: | <ul style="list-style-type: none"> • Demonstrates an understanding of the development and support needs & interests of the person. • Contributes in an informed way at all required planning meetings and reviews of Individual Development Plans (IDP). • Co-achieves objectives set in plans. • Provides clear and meaningful progress reports on time. |
| House Operations: | <ul style="list-style-type: none"> • Effectively carries out duties set out in the job description. • Has an effective working relationship with all parties. Effectively supports colleagues and provides cover as required. • Shows initiative by identifying and completing tasks without instruction. • Provides reports on-time and to an agreed quality |
| Hōhepa Community Membership: | <ul style="list-style-type: none"> • Demonstrates support for and embraces the inclusive social development principles of Hōhepa. • Participates in special events and learning opportunities provided to increase understanding of the special character aspects of Hōhepa. |
| Personal Development Goals: | <ul style="list-style-type: none"> • Takes advantage of opportunities for training and development. • Demonstrates transfer of learning back into the workplace. • Demonstrates commitment to own development. • Learns about meaningful self-reflection. |
| Personal Effectiveness: | <ul style="list-style-type: none"> • Effective communication and consultation to all parties. • Demonstrates initiative. • Seeks opportunities for continuous improvement. • Demonstrates responsibility at all times. • Is compliance-oriented. • Maintains confidentiality and trust in all matters pertaining to this position. |
| Policies & Procedures: | <ul style="list-style-type: none"> • Constantly complies with policies and procedures, and can demonstrate best practice. |
| Health & Safety: | <ul style="list-style-type: none"> • Consistently complies with procedures and is proactive in identification and effectively dealing with hazards. |

PERSON SPECIFICATION

The following skills, attributes and qualities are required for this role:

Experience/aptitude

- Experience of working with people with an intellectual disability, or the ability to demonstrate aptitude for this work
- Has a variety of life and work skills; and must be prepared to learn any relevant skill to be able to perform effectively in the role (for example cooking; working on the land; sport and recreation; craft; music/art)
- Background in a community based on the principles of Dr Rudolf Steiner (eg Steiner school, Camphill) is desirable; or willingness to learn and put principles into practice
- Must be able to follow plans consistently and accurately, with a track record of working to plans, following instructions and guidelines, and making positive and constructive suggestions for improvement

Qualifications and Training

- Must hold a current full Drivers Licence and be prepared to drive a variety of Hōhepa vehicles (manual and automatic; farm truck; van; car)
- Holds a current First Aid Certificate, or willing to complete training
- Willingness to develop self and undertake further training relevant to the role

Communication

- Ability to communicate clearly and appropriately with service users, co-workers and others, through body language and verbally, adjusting style to suit needs
- Literate and numerate, able to record information accurately

Team Player

- Is a proven team player, willing to work flexibly and under the direction of a range of supervisors who hold different responsibilities
- Resolves differences by seeking mutually agreeable solutions

Ethical

- Conducts all work with integrity and in compliance with legal and policy requirements; trustworthy in using confidential or sensitive information
- Treats others with respect; demonstrates high standards of behaviour and integrity; is a role model for both co-workers and service users

Personal qualities

- Demonstrates interest in the community way of life, and the principles indicated by Rudolf Steiner on which the work at Hōhepa is based
- In good health, and able to meet the physical demands of the role: this includes manual work (eg cleaning, work on the land); providing support for service users (eg helping them with personal care, dressing); lifting (of people and objects); regular and lengthy outdoor walks (including being able to keep up with young and fit service users, some of whom may wander or run away)
- Willingness to declare any existing criminal or psychiatric record, driving convictions, any medications etc: also willing to disclose any further issues during employment
- Able to work flexibly, including at least one weekend day and a weekday shift pattern that could include split shifts, in accordance with the agreed roster
- Must be able to demonstrate reliability and ability to attend work consistently
- Must be able to attend work free of any adverse effects of alcohol or drugs (including illegal drugs and similar substances) – in accordance with the Hōhepa Drugs and Alcohol Policy

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, vehicles and grounds. If you accept employment with us you guarantee that you **will not smoke** (even during break times) during work hours.

This is a **safety-critical 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.

Review of job description

The Otaihangā project is in its early stages and is likely to develop and change over time. 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.

DECLARATION

I confirm that I have read, understand and agree to the job description and conditions of employment set out in this document:

Name:

Signature:

Date: