

## Position Description

### Residential Support Worker

#### Our Vision

To provide an effective Christ-centred mental health service that encourages life, purpose, hope and future

#### Our Mission

Offering hope and a Stepping Stone in life

#### Core Values

Faith - belief that God makes a difference  
 Growth – a journey toward wholeness  
 Respect – belief in the value of all people  
 Relationship – belief that we grow and work together with others  
 Service Effectiveness – giving hope

### Residential Services

The Residential Support Worker position exists to provide support to clinical staff and service users across all Stepping Stone Residential sites. The goal is to ensure the safety and well-being of the SST service user and provide co-ordination in all facets of care delivery in order to ensure the service user experiences consistent, professional care.

### Role, Purpose and Scope of Role

The Support Worker role requires a focus on maintaining the residential environment; as well providing support to clients to achieve their placement goals and day-to-day care needs, providing consistent and professional delivery of care. The role involves attending to cooking and cleaning tasks, facility routines and programming and individual support to assist personal recovery goals.

### Key Relationships

Accountable to

- Chief Executive Officer

Reports to

- Service Manager

<b>Internal Relationships</b>	
<b>Interactions <b>within</b> SST</b>	<b>The purpose and frequency of these interactions</b>
Service Managers	<ul style="list-style-type: none"> <li>Weekly to plan, co-ordinate, receive key message and overall direction</li> </ul>
Clinical Leaders	<ul style="list-style-type: none"> <li>Daily to receive specific instructions on work</li> </ul>
Other Stepping Stone Services	<ul style="list-style-type: none"> <li>Daily to give and receive changeover information.</li> <li>In consultation with other staff, facilitate decision making on shift.</li> <li>As needed to communicate changes and results regarding care planning and service delivery.</li> </ul>
Rosters and Payroll Administrator	<ul style="list-style-type: none"> <li>As required regarding day-to-day shift allocation and employment matters</li> </ul>
Guests and Service Users	<ul style="list-style-type: none"> <li>Read resident's 3 monthly Residential Review Reports.</li> <li>Encourage healthy interactions with family, friends and health professionals.</li> <li>Support service users with decision making and personal development aims</li> </ul>

<b>External Relationships</b>	
<b>Interactions <b>outside</b> of SST</b>	<b>The purpose and frequency of these interactions</b>
Other health professionals	<ul style="list-style-type: none"> <li>To clarify any client issues (if not already provided by clinical staff)</li> <li>Contribute to care planning</li> <li>Seek advice when needed from medical clinician (if clinical staff member unavailable)</li> </ul>
Client's Whanau and other supports	<ul style="list-style-type: none"> <li>As required and allowed by client, for the purpose of monitoring the client's mental health and responding to matters arising</li> </ul>
Community groups e.g. Youth Groups, Schools, Sports Clubs	<ul style="list-style-type: none"> <li>As required and allowed by client, for the purpose of monitoring the client's mental health and responding to matters arising</li> </ul>
Telephone Enquiries	<ul style="list-style-type: none"> <li>Professional phone manner expected</li> </ul>
Emergency Services	<ul style="list-style-type: none"> <li>In times of crisis and using initiative, contact relevant service</li> </ul>

**Please note with the task descriptors below these are a guideline to the nature of the support task and other tasks may be required of you from time to time.**

## Key Result Areas

### Service User Support, Safety and Accountability

<b>Outcome</b>	Service user's well-being and safety maintained. Service site operating efficiently and staff working competently and securely.
<b>Key Responsibilities include:</b>	<ul style="list-style-type: none"><li>• Be familiar with any relevant crisis planning for a resident</li><li>• To be aware of and practice professional boundaries and report breaches of</li><li>• To enable service users to experience good comfort, cleanliness and nutrition</li><li>• Support the rules and culture of the service</li><li>• To monitor the general wellbeing and needs of service users and seek early intervention and treatment.</li><li>• Assess the safety of service users who are unwell, maintain safety in the service and seek advice as needed</li><li>• To comply with the file systems, maintain best practice record keeping standards, quality management and time recording systems.</li></ul>

### Infection Control

<b>Outcome</b>	Residence cleanliness maintained and nutritious meal preparation is completed with attention given to safe cleaning and food handling processes
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"><li>• All laundry washed, dried and put away as per the task description</li><li>• Residence cleaning daily, including dishwashing, vacuuming, mopping and rubbish removal</li><li>• Meals prepared and served including morning teas, super etc</li><li>• Replenish bread, milk and fruit if needed.</li><li>• Stock-take and weekly shop</li><li>• Note: comprehensive instructions available on site</li></ul>

Hope deferred makes the heart grow sick, but when dreams come true at last, there is life and joy. Proverbs 13:12

## Communication

<b>Outcome</b>	Information relevant to the effective running of the service and those users within the service is maintained and current to enable other staff to maximise their positive client impact
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"> <li>• Hand over information related to service user care to the clinical staff member.</li> <li>• Check in with clinical staff in regards to goals and 3 monthly reviews that they have written with their 1:1 clients.</li> <li>• Contribute service user information at changeovers.</li> <li>• Pray with staff team</li> <li>• Read the Important Notice Book each shift</li> <li>• Professional communication between staff, clients, families and external supports should be promoted.</li> </ul>

## Clinical Interventions

<b>Outcome</b>	Be able to administer medication and maintain accurate records
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"> <li>• Administer medication &amp; be accountable for decisions made and actions taken re administering, storing and keep accurate records documenting medication – seek advice as needed</li> <li>• Be actively involved in facilitating of a positive/healthy living environment for service users including: facilitation of house meetings, chores, shopping, reporting of maintenance issues organising and participating in social outings and events.</li> <li>• Oversight and support service users to maintain healthy routines e.g. cooking/eating, healthy sleeping patterns, hygiene awareness and other constructive activities.</li> </ul>

## Health and Safety / Risk Management

<b>Outcome</b>	Health and safety managed
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"> <li>• Ensure OSH requirements are met in relation to the duties and responsibilities to this role</li> <li>• Lock up knife drawers and laundry poisons</li> <li>• Know and practice fire and incident drill. Be aware of all likely emergency responses.</li> <li>• Carry phone and keys at all times and know how to use them.</li> <li>• Demonstrate correct food handling and infection control</li> <li>• Note: comprehensive instructions available on site.</li> </ul>

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## Client Recovery Support

<b>Outcome</b>	Service users time in SST is effective and is aligned with the residential case management plan set in place
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"><li>• Case Worker (1:1) for up to 2 clients. In partnership with clients it is important to set realistic, achievable, rehabilitation focused goals, providing emotional and practical support where applicable in pursuing these goals and advocate for clients if necessary.</li><li>• Residential 3 monthly review reports are written by 1:1 with consultation of senior staff.</li><li>• Support the service user in making and maintaining contact in the community to enhance their health and lifestyle choices, e.g. health professionals, support groups, educational, vocational, spiritual and recreational choices.</li><li>• Assist residents and their families develop coping skills and strategies for managing their own mental health and work toward healthier lifestyles.</li><li>• Knowledge of best practice and professional boundaries is especially important.</li></ul>

## Work in a Team Environment

<b>Outcome</b>	To assist all SST residential services as required as part of a greater team of carers to provide homely and professional care alongside the general health/wellbeing of service users
<b>Key Responsibilities include</b>	<ul style="list-style-type: none"><li>• Plan shifts in consultation with Rosters Administrator</li><li>• Attend staff meetings</li><li>• Attend group supervision</li><li>• Attend Stepping Stone professional development training</li><li>• Work collaboratively with colleagues</li><li>• Assist staff get meal and other work breaks</li><li>• Actively participate in conflict resolution process</li></ul>

## Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

<b>Office</b>	<b>Residential facilities</b>	Outdoors
<b>Vehicle</b>	Client's homes	<b>Community</b>
Hospital	Offices of Specialist Services	

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
<b>Hand and portable tools</b> Mechanical handling <b>Stacking and storage</b> <b>Transportation (car etc)</b> Confined space / working at heights <b>Ventilation</b> Equipment guards Energy isolation <b>Noise</b>	Insects Bacteria / Virus Animals (e.g. Dogs, Rats)	Extremes of heat or cold <b>Hot substances / products</b> <b>Fire hazard</b>
	CHEMICAL	PHYSIOLOGICAL (Factors that may contribute to stress and / or fatigue)
	<b>Chemicals and other substances</b> Mist <b>Dust</b> Dangerous Goods	<b>Periods of significantly increased work intensity / duration</b> Organisational demands of work (e.g. 24 hour availability) <b>Provision of support to others during peak periods.</b> <b>Tight deadlines</b> <b>Shift work</b>
POWER SYSTEMS	CHEMICAL	EMERGENCY RESPONSE
<b>Lighting levels</b> <b>Electrical</b> Hydraulic	Mist <b>Dust</b> Dangerous Goods	<b>Responsible for items to be secured e.g. earthquake</b> <b>Evacuation routes</b>
ERGONOMIC	VIBRATIONS	RADIATION
<b>Manual handling</b> Work station set-up	Vibrating platforms	<b>Microwave</b> Infra –red, ultraviolet

Those in **bold** represent the essential physical requirements of this position

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
<b>Sedentary – sitting</b>	F	<b>Stooping</b>	F	<b>Lifting / manual handling</b>	O
Pulling	R	Kneeling	O	Grasping	O
<b>Crouching</b>	O	Typing	O	Crawling	R
<b>Talking</b>	F	<b>Reaching</b>	O	<b>Hearing</b>	F
Standing	O	Repetitive hand motions	R	Fine finger motions	O
<b>Walking</b>	F	Pushing	O	<b>Driving</b>	F
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

Those in **bold** represent the visual requirements of this position

<b>Close vision</b>	Distance vision	<b>Colour vision</b>
<b>Ability to focus</b>	VDU	No special vision requirements

## Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Residential Support Worker at today's date.

Manager's Name:

Manager's Signature:

Date:

Employee's Name: (Insert Employee's full name)

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and Human Resources.

## Person Specification

### Residential Support Worker

#### Education and Qualifications

To have or be working towards the NZQA level four certificate in Mental Health or equivalent.

#### Technical or Professional Knowledge, Skills and Experience

<p><b>Work context</b></p>	<ul style="list-style-type: none"> <li>• At least 1 year experience within a helping service setting, preferably with mental illness</li> <li>• Have networks within the local community which can enhance clients' recovery journey.</li> <li>• Have an affinity for MH recovery using community as the therapeutic context</li> <li>• Able to oversee/action household chores such as cooking and cleaning</li> </ul>
<p><b>Client Oversight</b></p>	<ul style="list-style-type: none"> <li>• Held position of client group oversight within the past year</li> <li>• Shows ability to motivate and inspire groups / individual to achieve their recovery goals</li> <li>• Able to quickly form positive relationships with residents and stakeholders</li> </ul>
<p><b>IT and Internet systems</b></p>	<ul style="list-style-type: none"> <li>• Working knowledge of office software systems e.g. Microsoft Word, E-mail, and experience with Case Management systems.</li> <li>• Confident using the Internet and web tools.</li> </ul>
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>• Ability to plan and organise small events, trips</li> <li>• Ability to implement policy advice and fill in service reports, diaries, request forms etc.</li> <li>• Demonstrates short &amp; medium term service planning capability, with managed follow up processes</li> </ul>



## General Competencies (behaviours) and attributes

<p><b>Alignment to Core Values</b></p>	<ul style="list-style-type: none"> <li>• Personal alignment to the vision, mission and core values of SST reflect through a personal faith journey</li> <li>• Demonstrate commitment to SST core values of Faith / Growth / Respect / Relationship / Service Effectiveness through respect for and ability to work within the SST mission, principles and Christian ethos</li> </ul>
<p><b>Teamwork</b></p>	<ul style="list-style-type: none"> <li>• Maintains healthy team relationships that positively influence client and organisational culture; especially handling conflict; personality differences and the importance of positive relationships to achieve outcomes</li> <li>• Aligns with team's values and composition; aware of own strengths and how they affect others in the team</li> <li>• Works collaboratively – can delegate tasks whilst maintaining responsibility for the final result</li> </ul>
<p><b>Work Progress</b></p>	<ul style="list-style-type: none"> <li>• Good time management and ability to self-direct, manage and set priorities</li> <li>• Can implement own and others ideas</li> <li>• Committed to Quality Improvement</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Develops rapport easily; addresses issues positively; competent in verbal and written communication</li> <li>• Able to discuss strategic and sensitive issues</li> <li>• Shares Knowledge</li> <li>• Communication - strategically uses communication to produce enthusiasm and foster an atmosphere of open exchange and support</li> <li>• Excellent and accurate numeric, written and oral communication</li> </ul>
<p><b>Adaptability</b></p>	<ul style="list-style-type: none"> <li>• Is aware of changes in service /client needs and adjusts strategies to reach a result</li> <li>• Problem solver – assesses situations, decides on a course of action and implements this</li> </ul>
<p><b>Personality</b></p>	<ul style="list-style-type: none"> <li>• Attitude – Compassionate and Caring / Honest / Optimistic / Professional / Resilient / Flexible</li> <li>• Tact / Discretion / Confidentiality</li> <li>• Excellent ability to problem solve.</li> <li>• Good health and fitness</li> <li>• Sense of humour</li> <li>• Teachable – desire to learn and apply best practice</li> </ul>

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