

### Crisis Respite Night Awake Support Worker

*Stepping Stone Trust has been operating since 1990; having grown out of Spreydon Baptist's Community Services and is now the largest NGO provider of Community Mental Health services in Canterbury. The Trust operates a range of Residential, Respite and Community Support services for Youth through to Older Persons for up to 500 Tangata Whaiora/Consumers each week.*

#### 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

## Service Context

The Respite Services are designed to provide a short term stay of three to six nights both for people in crisis and those incorporating respite as part of their ongoing recovery plan.

The role provides homely and professional care and monitoring of the general health and well-being of Tangata Whaiora/Consumers by ensuring their core personal and Mental Health needs are met, alongside the aims and goals of the respite admission.

The service provides a positive, supportive living environment for Tangata Whaiora/Consumers. The Support Worker engages with them over a range of life issues covering such things as health, welfare, relationships, work, recreation, spirituality and living skills, as well as ensuring hospitality, rest and relaxation.

## Role, Purpose and Scope of Role

Alongside the Night RN:-

Work with Tangata Whaiora/Consumers requiring crisis respite during the night hours to provide a recovery environment that enhances their rest, recreation and renewal.

Intentionally engage with the Tangata Whaiora/Consumers during their stay applying brief and purposeful interventions, assessment and related skills; as well as providing hospitality that includes the provision to Tangata Whaiora/Consumers of healthy foods and a well-managed and homely environment.

This role is to provide support for incidents and emergencies and requires staff to be mindful that as a Respite service, good rest and sleep are essential. Sensitivity is necessary in order to ensure that all night tasks and communication are completed quietly without undue noise or other disturbances occurring.

It will ensure the Tangata Whaiora/Consumers experience is consistent and professional for new referrals and those currently in the residence.

**A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.**

## Key Relationships

Reports to	<ul style="list-style-type: none"> <li>Night Registered Nurse</li> </ul>
Accountable to	<ul style="list-style-type: none"> <li>Service Manager</li> </ul>

## Delegated Authorities

Financial – Budget & Expenditure limits	<ul style="list-style-type: none"> <li>NIL</li> </ul>
Human resources	<ul style="list-style-type: none"> <li>NIL</li> </ul>

## Internal Relationships

Interactions <b>within</b> SST	The purpose and frequency of these interactions
Crisis Night Registered Nurse	<ul style="list-style-type: none"> <li>As required to promote the best outcomes for Tangata Whaiora/Consumers.</li> <li>Daily to plan, co-ordinate, share key messages and develop overall direction.</li> <li>Internal monthly supervision.</li> </ul>
Other Stepping Stone Services	<ul style="list-style-type: none"> <li>Daily, in conjunction with Night RN, to communicate changes and results regarding care planning and service delivery ideas.</li> <li>Routine checking with Night RN across SST services.</li> <li>With other service SST Night staff, respond to crisis situations across SST services.</li> <li>Providing of a supportive night time working culture across SST services.</li> </ul>
Clinical Manager	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Stepping Stone Administration	<ul style="list-style-type: none"> <li>As required for day-to-day needs and employment matters.</li> </ul>
Tangata Whaiora/Consumers	<ul style="list-style-type: none"> <li>Close attention to Tangata Whaiora/Consumers needs in collaboration with Night RN.</li> <li>Fostering and modelling appropriate therapeutic relationships.</li> </ul>

## External Relationships

Interactions <b>outside</b> of SST	The purpose and frequency of these interactions
Other Health Professionals	<ul style="list-style-type: none"> <li>As required to assist with Tangata Whaiora/Consumers wellbeing.</li> </ul>
Specialist Mental Health Services	<ul style="list-style-type: none"> <li>For supporting Night RN with admissions and paperwork follow up.</li> </ul>

## Key Result Areas

### 1 Model of Care, Policies and Procedure

Key Measurement Criteria		Performance Measure	
1.1	Commitment to working within the framework of Stepping Stone Trust its vision, mission and values.	1.1	Demonstrate alignment with vision, mission and values.
1.2	Stepping Stone Trust policies and procedures are implemented and adhered to.	1.2	Policy and procedures adhered to.

### 2 Cultural Safety

Key Measurement Criteria		Performance Measure	
2.1	Commitment to the principles of the Treaty of Waitangi as they apply to Stepping Stone Trust.	2.1	Demonstrate knowledge and application of the principles of the Treaty of Waitangi.
2.2	Tangata Whaiora/Consumers receive care without discrimination on the basis of race, culture, health, sexual orientation or age.	2.2	Tangata Whaiora/Consumers feedback, peer feedback.

Key Measurement Criteria	Performance Measure
<p>3.1 Tangata Whaiora/Consumers needs are met.</p>	<p>3.1</p> <ul style="list-style-type: none"> <li>○ Support Night RN to provide a positive living environment for Tangata Whaiora/Consumers in their recovery journey and crisis care plan.</li> <li>○ Report to clinical staff any situations of concern.</li> <li>○ Support the procedures and desired culture of the service.</li> <li>○ Assess the safety/wellbeing of Tangata Whaiora/Consumers and provide safety if the user is at risk to self and/or others in consultation with other staff.</li> <li>○ Be familiar with Tangata Whaiora/Consumers file and crisis care plan.</li> <li>○ Triage any Tangata Whaiora/Consumers overnight issues.</li> <li>○</li> </ul>
<p>3.2 When carrying out the key night time main tasks/roles, fulfilling the responsibilities within the job description will allow the residence to run in an orderly progressive manner.</p>	<p>3.2</p> <ul style="list-style-type: none"> <li>○ Assist Night Registered Nurse as required with admission processes.</li> <li>○ Provide cover when Registered Nurse off site.</li> <li>○ Complete facility checks and monitoring of TV security for Planned Respite</li> <li>○ In conjunction with Night Registered Nurse, plan for the night’s programme of responsibilities and activities in light of identified need.</li> <li>○ When required, and in conjunction with Night Registered Nurse, immediately respond to direct calls from Planned Respite Tangata Whaiora/Consumers by discussion or face-to-face visit.</li> </ul>

- |   |  |
|---|--|
| <p>3.3 Night Awake Support staff to complete cleaning and meal preparation tasks.</p> | <p>3.3</p> <ul style="list-style-type: none"> <li>○ Respond to and advise, and if necessary, intervene in any overnight crises across SST services.</li> <li>○ Complete all kitchen, laundry, floor, bathroom, communal and Tangata Whaiora/Consumers room cleaning and removal of rubbish as per the night tasks list.</li> <li>○ Meal preparation for the following day including putting out, preparing and defrosting of food for Breakfast, Lunch, Dinner, Suppers and Morning Tea.</li> <li>○ Ordering of perishable and non-perishable food supplies.</li> </ul>                          |
| <p>3.4 Provide support for Tangata Whaiora/ Consumers at Planned Respite.</p>         | <p>3.4</p> <ul style="list-style-type: none"> <li>○ Preparation of set up and meal preparation for Breakfast at Planned Respite.</li> <li>○ Connecting with any awake Tangata Whaiora/Consumers at Planned Respite and reporting to Night Registered Nurse, Clinical day staff and/or Planned Respite Support Workers as required.</li> </ul>  |
| <p>3.5 Infection Control and Health and Safety requirements are managed.</p>          | <ul style="list-style-type: none"> <li>○ Demonstrates correct food handling and infection control practice in accordance with SST policy and procedures.</li> <li>○ Ensure OSH requirements are met.</li> <li>○ Liaising with Night RN and key people to assist with monitoring and maintain quality and risk management activity across SST services.</li> <li>○ Assist with providing recommendations relating to service standards and improvements to Night RN and Service Manager.</li> <li>○ Knowledge of fire and incident drills. Be aware of all likely emergency responses.</li> </ul> |

## 4 Communication

Key Measurement Criteria	Performance Measure
4.1 Utilise Client Management System to manage timely recording, file systems, record keeping standards/systems.	4.1 Administration is completed in a timely manner in accordance with policy and procedures.
4.2 To work collaboratively with staff providing transparent feedback.	4.2 Staff issues are progressed on the basis of noted feedback.
4.3 In conjunction with Night Registered Nurse, assist with implement effective changeover processes within Respite.	4.3 In conjunction with Night Registered Nurse, assist with contact with morning and afternoon staff at Crisis and Planned Respite, directly or by Phone, to implement changeover.
4.5 Support SST Night Registered Nurse.	4.5 Ongoing connection with of SST Night Registered Nurse.
4.6 Cover of meal breaks.	4.6 In consultation between both Night Registered Nurse and Night Awake staff, cover scheduled meal breaks for Awake staff across SST Services.

## 5 Leadership

Key Measurement Criteria	Performance Measure
5.1 Contributing to and maintaining SST's ethos and values.	5.1 Practicing the ethos and values of SST.
5.2 Model Self-Management.	5.2 Walk the talk and setting an example by doing.
5.3 Practice respect in professional relationships.	5.3 Staff reflect positive and affirming relationships.

## 6 Reporting

Key Measurement Criteria	Performance Measure
6.1 Incident/Accident reports to be completed in a timely manner in accordance with policy.	6.1 Evidence by adherence to policy.
6.2 Administer medication in a timely and accurate manner.	6.2 Refer to 6.1.

## 7 Team Work

Key Measurement Criteria	Performance Measure
7.1 Tangata Whaiora/Consumers are valued through a work environment that implements and models a collaborative team approach to the work. All roles function as part of a greater team of carers and within that team they provide a high level of stable continuous care.	7.1 <ul style="list-style-type: none"> <li>○ Participating fully in the consultative function of weekly team and peer meetings.</li> <li>○ Attend staff meetings (paid time).</li> <li>○ Attend group supervision (paid time).</li> <li>○ Attend Stepping Stone professional development training.</li> <li>○ Works alongside/with colleagues with mutual respect.</li> </ul>
7.2 Support and develop an effective night staff team culture.	<ul style="list-style-type: none"> <li>○ Participate pro-actively in staff team culture.</li> </ul>

## 8 Staff Performance Management

Key Measurement Criteria	Performance Measure
8.1 Participate in a regular performance review and annual performance appraisal process.	8.1 Completed performance appraisal.

## 9 Professional Development

Key Measurement Criteria	Performance Measure
9.1 Where appropriate, identifies professional development needs and training opportunities in consultation with the Service Manager.	9.1 Evidenced in participation of training and development and training records.

## 10 Quality Standards

Key Measurement Criteria	Performance Measure
10.1 Know and practice OSH policy.	10.1 Participate in Hazard Identification and Health and Safety processes.
10.2 Understand fire drills and civil defence emergency procedures.	10.2 Participate in fire drills and civil defence emergency procedure training.
10.3 Adhere to Accident/Incident reporting system.	10.3 Accidents/Incidents are reported.
10.4 Uses all equipment correctly, and with proper care and attention, observing education and instruction given.	10.4 Equipment issued correctly.
10.5 Know and practice relevant work place quality standards subject to audit.	10.5 Service adherence to functional quality standards is positively reflected in internal and external audits.

## 11 Other Duties

Key Measurement Criteria	Performance Measure
11.1 Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties.	11.1 Tasks completed as requested.



## 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>	Tangata Whaiora/ Consumers Homes	<b>Community</b>
Hospital	Offices of Specialist Services	

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

PHYSICAL	BIOLOGICAL	TEMPERATURE
<ul style="list-style-type: none"> <li>○ Mechanical handling</li> <li>○ Stacking and storage</li> <li>○ <b>Transportation (car etc)</b></li> <li>○ Confined space/working at heights</li> <li>○ <b>Ventilation</b></li> <li>○ Working at heights in walkways and aisles</li> <li>○ Equipment guards</li> <li>○ Energy isolation</li> <li>○ Noise</li> <li>○ Vibrating platforms</li> </ul>	<ul style="list-style-type: none"> <li>○ Insects</li> <li>○ <b>Bacteria/Virus</b></li> <li>○ Animals (e.g. Dogs, Rats)</li> </ul>	<ul style="list-style-type: none"> <li>○ Extremes of heat or cold</li> <li>○ <b>Hot substances/products</b></li> <li>○ Fire hazard</li> </ul>
	CHEMICAL	PHYSIOLOGICAL <small>(Factors that may contribute to stress and/or fatigue)</small>
	<ul style="list-style-type: none"> <li>○ <b>Chemicals and other substances</b></li> <li>○ Mist</li> <li>○ Dust</li> <li>○ Dangerous Goods</li> </ul>	<ul style="list-style-type: none"> <li>○ Periods of significantly increased intensity or duration of workload</li> <li>○ Organisational demands of work (e.g. 24 hour availability)</li> <li>○ <b>Tight deadlines</b></li> <li>○ Provision of support to others during peak periods</li> <li>○ <b>Shift work</b></li> </ul>
LIGHTING	POWER SYSTEMS	EMERGENCY RESPONSE
<ul style="list-style-type: none"> <li>○ <b>Lighting levels</b></li> </ul>	<ul style="list-style-type: none"> <li>○ Electrical</li> <li>○ Hydraulic</li> </ul>	<ul style="list-style-type: none"> <li>○ Responsible for items to be secured e.g. earthquake</li> <li>○ <b>Evacuation routes</b></li> </ul>
ERGONOMIC	RADIATION	
<ul style="list-style-type: none"> <li>○ Manual handling</li> <li>○ <b>Work station set-up</b></li> </ul>	<ul style="list-style-type: none"> <li>○ <b>Microwave</b></li> <li>○ Infra-red, ultraviolet</li> </ul>	

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

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
<b>Sedentary – Sitting</b>	<b>F</b>	Stooping	O	Lifting/Manual Handling	O
Pulling	R	Kneeling	O	Grasping	O
Crouching	O	<b>Typing</b>	<b>F</b>	Crawling	R
<b>Talking</b>	<b>F</b>	Reaching	O	<b>Hearing</b>	<b>F</b>
<b>Standing</b>	<b>F</b>	Repetitive Hand Motions	O	<b>Fine Finger Motions</b>	<b>F</b>
<b>Walking</b>	<b>F</b>	Pushing	O	<b>Driving</b>	<b>F</b>
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 Night Awake Support at today's date.

Manager's Full Name:

Manager's Signature:

Date:

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 Manager and Human Resources.

## Person Specification

### Crisis Respite Night Awake Support Worker

#### Education and Qualifications

Qualifications and Experience	Level 3-6 Social Services with relevant mental health/care service experience.
-------------------------------	--

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

<b>Work context specific</b>	<ul style="list-style-type: none"> <li>• Comfortable working in a Mental Health Service delivery environment.</li> </ul>
<b>IT and Internet systems</b>	<ul style="list-style-type: none"> <li>• Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel), E-mail, Payroll Systems, with the ability to support staff in these applications.</li> <li>• Confident using the Internet and web tools.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ability to co-ordinate administrative functions to ensure timely reporting.</li> <li>• Demonstrates an understanding of administrative systems that ensure other business systems are properly supported.</li> <li>• Demonstrates ability to maintain quality quantitative information gathering and reporting systems.</li> </ul>

#### General Competencies (behaviours) and attributes

##### Alignment to Core Values

- Personal alignment to the vision, mission and core values of SST reflect through a personal faith journey.
- 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.
- Ability to promote a work culture based on Christian values and encourage where appropriate the Christian faith journey of all staff and Tangata Whaiora/Consumers.

<p><b>Teamwork</b></p>	<ul style="list-style-type: none"> <li>• Maintains healthy relationships in teams that positively influence Tangata Whaiora/Consumers and organisational culture; especially with respect to handling conflict; aware of differences in personalities 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 other people in the team.</li> <li>• Works collaboratively.</li> <li>• Ability to delegate tasks whilst maintaining responsibility for the final result.</li> <li>• Demonstrates professional &amp; pastoral support for staff.</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 delivery needs from funder and adjusts strategies to reach a result.</li> <li>• Has a professionally developed intuition around Tangata Whaiora/Consumers, their needs and life context.</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> </ul>