

*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 Mobile Medication Service Worker position was established to support service user recovery and ability to live in the least restrictive environment (their home) by providing a medication delivery service across the city.

**Role, Purpose and Scope of Role**

The Mobile Medication Service Worker position is responsible for providing a medication home-based delivery and monitoring support service to adults. This service includes daily or twice daily delivery of medication, monitoring and brief assessments which are forwarded to case managers for follow up.

**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>• Service Manager, Adult Community Support &amp; MMS</li> </ul>
Accountable to	<ul style="list-style-type: none"> <li>• Clinical 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
MMS coordinator or nominated person	<ul style="list-style-type: none"> <li>• As needed to plan, co-ordinate, receive key messages and overall direction</li> <li>• Monthly supervision</li> </ul>
Other staff	<ul style="list-style-type: none"> <li>• As needed to communicate changes and results regarding service delivery and planning</li> <li>• Monthly team meeting to collaborate as a team to provide excellence in service delivery</li> <li>• Group Supervision for practice support</li> </ul>
Other Stepping Stone Services	<ul style="list-style-type: none"> <li>• Interaction as required to provide for needs of service users</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>• Contact required with case managers to clarify any support issues or concerns as they arise</li> <li>• Other contact to maintain service users' health and wellbeing</li> </ul>
Health Care Agencies/ Community Groups	<ul style="list-style-type: none"> <li>• As required to advocate for service users' needs</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.

### 3 Programme Delivery

Key Measurement Criteria	Performance Measure
3.1 Service users' recovery is progressed.	<p>3.1 Engage with and establish therapeutic relations with service users. Address issues as they arise.</p> <p>To advocate for service users' rights.</p> <p>Seek practical means within the service scope by which to assist service users to gain "skills, self-esteem and dignity" as per Stepping Stone's service provision mandate.</p> <p>To monitor the general well-being and the health needs of the service users.</p> <p>To seek early intervention and treatment of any service user's health issues.</p> <p>To assess the safety of service users who are unwell and provide for and maintain safety if the service user is at risk to him/herself and/or others.</p> <p>To notify case manager about issues the service user is facing particularly noting</p>

3.2 Liaison with health professionals maintained to ensure service users' health and wellbeing

concerns you, your team or service users may have.

3.2 Liaises with other agencies and advocate for service users' needs or to pass this task to coordinator if beyond scope of delivery times.

Liaises with the service users' clinical case managers, G.Ps and other health professionals in supporting and maintaining the service users' health and wellbeing.

Continue service as directed by Coordinator to clients admitted into respite service or different address to their usual residence.

#### 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.

#### 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
6.3 Administrative tasks carried out	6.3 Takes responsibility to record all service activity of the shift into client notes.

Writes concise and professional notes where required.

Keep case managers informed of any concerns or irregularities noted on shift.

Inform coordinator of the above or if further follow up is required.

All other reports/ stats/ information updates requested on shift are completed in a timely manner.

Medication documentation is accurately completed.

## 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 Participating fully in the consultative function of weekly team and peer meetings.
7.2 Team culture that supports excellence supported	7.2 Works with others constructively on shift and in the wider team.  Contributes to positive communication and team building.  Implements team ideas and procedures cheerfully.  Participates in the vision and mission goals.  Demonstrates grace and goodwill.

## 8 Staff Performance Management

Key Measurement Criteria	Performance Measure
8.1 Proactively participate in the 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 Keeps up to date with required skills and competencies.  Contributes to own Development Plan for the year.  Attends Professional Development Days, retreats or Training.  Fosters own growth as person and professional.

## 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.
10.6 Utilises safe driving practices	10.6 Maintains a valid and current driver's license, ensure cars are kept clean and tidy at all times, be part of the MMS Car Cleaning roster and adhere to all Road Safety rules and regulations.

## 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*

Office	Residential Facilities	Outdoors
Vehicle	Tangata Whaiora/ Consumers Homes	Community
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>○ Transportation (car etc)</li> <li>○ Confined space/working at heights</li> <li>○ Ventilation</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>○ Bacteria/Virus.</li> <li>○ Animals (e.g. Dogs, Rats)</li> </ul>	<ul style="list-style-type: none"> <li>○ Extremes of heat or cold</li> <li>○ Hot substances/products</li> <li>○ Fire hazard</li> </ul>
	CHEMICAL	PHYSIOLOGICAL (Factors that may contribute to stress and/or fatigue)
	<ul style="list-style-type: none"> <li>○ Chemicals and other substances</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>○ Tight deadlines</li> <li>○ Provision of support to others during peak periods</li> <li>○ Shift work</li> </ul>
LIGHTING	POWER SYSTEMS	EMERGENCY RESPONSE
<ul style="list-style-type: none"> <li>○ Lighting levels</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>○ Evacuation routes</li> </ul>
ERGONOMIC	RADIATION	
<ul style="list-style-type: none"> <li>○ Manual handling</li> <li>○ Work station set-up</li> </ul>	<ul style="list-style-type: none"> <li>○ Microwave</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>
Standing	O	Repetitive Hand Motions	R	<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 \_\_\_\_\_ 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.



#### Education and Qualifications

Qualifications and Experience	For this position you should have a relevant qualification (Level 5 or Level 6) and training in a human services discipline e.g. mental health, nursing, occupational therapy, social work, counselling, youth work, support work or teaching. That fulfil the conditions of the roles of clinical and non -clinical roles.
Professional Registrations	Nursing or social work where applicable for clinical roles.

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

Work context specific	<ul style="list-style-type: none"> <li>• Comfortable working in a Mental Health Service delivery environment.</li> <li>• Safe and efficient driving skills demonstrating care for vehicles.</li> </ul>
IT and Internet systems	<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>
Administration	<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	<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> <li>• 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.</li> </ul>
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<p style="text-align: center;"><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 style="text-align: center;"><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 style="text-align: center;"><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 style="text-align: center;"><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 style="text-align: center;"><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>