

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

An organisation which seeks to partner and collaborate with mana whenua ki waitaha to honour the treaty covenant through providing culturally informed services to deliver wellbeing for all.

- *In providing a place of standing, hope, recovery and wellness Stepping Stone Trust seeks to be:*
 - *A mental health provider of first choice;*
 - *A leader in innovation*
 - *Flexible and responsive*
 - *Holistic, client centred and strengths based*
- *Delivering evidence-based practice that provides effective outcomes.*

Our Mission

Motivated by Christ's love, Stepping Stone Trust journeys with people to find a place of standing, hope, recovery and wellness.

Te Roopu o te Taumata Kohatu

Core Values

Faith – supporting tangata whaiora (clients) and staff to explore belief in God as a pathway to wellness

Grace – accepting and respecting people regardless

Hope – every person has value, potential and new possibilities

Love – being professional and showing respect in all of our relationships

Integrity – practising accountability with each other and stakeholders.

Service Context

The Support Worker position exists to provide support to senior staff and service users across all Stepping Stone sites and in the community via the intensive mobile services. 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 and support, whether in a residential service or in their own home in the community.

Role, Purpose and Scope of Role

The primary purpose of this position is to work as part of a team to support people who experience mental distress and are a part of Stepping Stone Trust's Adult services, both residential and mobile. The focus of this work is recovery. Staff will work alongside clients to set and achieve agreed goals and activities of daily living. Staff will assist with meal preparation and housework to maintain both the residential facilities and intensive mobile client's houses as clean, safe and welcoming homes for people to live in and be cared for. The three staffed Stepping Stone residences will be at Aylmer Street, Somers Place and Lindores Street, while staff working in a mobile capacity will visit clients in their homes, wherever those may be located.

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.

Reporting to:

Reports to

- Chief Executive Officer

Accountable to

- Adult Service Managers & Team Leaders

Key Relationships

Internal:

- Services Manager
- Team Leaders
- Health professionals
- Colleagues
- Quality Team
- Service Users Lead

External:

- Clients and their family/ Whanau
- DHB employees
- Community groups
- Primary health

Position Delegations/Financial Responsibilities

Delegated Authority: (operating expenditure) Nil

Total Budget Responsibility: Nil

Region: Working with people in their own homes in the community

Key Result Areas

Client Support	How achievement will be measured
<ul style="list-style-type: none">• Establish a rapport with clients/tangata whaiora and their whanau• Provide day to day support in alignment with client/tangata whaiora Recovery goals and support plans including risk management plans and Safety Plans• Work with clients/tangata whaiora to identify significant goals using the Recovery Outcome Star. Provide encouragement and support clients to achieve their goals• Assisting to achieve the activities of everyday living with hands on help where required• Managing and administering medication as required• Participate in the planning and review process• Key work clients/tangata whaiora where required• Monitor levels of wellbeing ensuring that any concerns/incidents or accidents are reported and documented accurately• Coach and support clients/tangata whaiora with daily living skills as needed• Celebrate the successes of people achieving their recovery and wellbeing• Ensuring an integrated approach by working closely with colleagues, community providers, clinical teams and other external teams to encourage community participation	<ul style="list-style-type: none">• Demonstrate knowledge of client's/tangata whaiora goals, strengths and areas for recovery using the Recovery Outcome Star• Clients/tangata whaiora care is tailored to the individual and takes into account physical, emotional, spiritual and cultural requirements• Clients/tangata whaiora and whanau feedback indicates satisfaction with client care• Completed tasks will be signed off by people who receive service and staff• Medication administration charts will be completed on each administration and audited• Clients/tangata whaiora are aware of the services and support that we offer• Clients/tangata whaiora are able to achieve their goals as outlined in their plans• Notable changes in client/tangata whaiora status are escalated to the appropriate person• Issues or incidents with clients/tangata whaiora are documented and reported as per organisational policy• Client/tangata whaiora rights are upheld at all times• Identify and acknowledge the progress of clients/tangata whaiora

Communicating effectively and keeping others informed	How achievement will be measured
<ul style="list-style-type: none"> Attend and contribute to team meetings, bringing ideas and updating others on their activities Notify their Line Manager about any issues that may impact on their performance of duties Provide information to clients and their whanau in a way that they can understand All incidents are documented appropriately Written documentation and client notes are clear, concise and easy for others to understand Use Client Management systems effectively 	<ul style="list-style-type: none"> Actively participate in team meetings and handover, sharing notable information with the team Line manager is kept informed about any issues that have the ability to impact their performance Clients and their whanau report that they feel well informed about the client's status All client processes are accurately documented in accordance with organisational policy and standards Written documents such as client notes meets requirements Demonstrated ability to use Client Management systems appropriately and notes are always up to date

Quality Improvement	How achievement will be measured
<ul style="list-style-type: none"> Practice within Stepping Stone Trust Service Delivery framework including following policies, procedures, frameworks (such as the cultural framework) Participate in Quality Improvement activities and teams including review, audit, best practice and/or improvement initiatives 	<ul style="list-style-type: none"> Work within the scope of the role and seek clarification if unsure if a task is within their scope of practice Work within organisational policies and processes Client records are stored correctly (in line with requirements under the Health Information Privacy code) Use organisational systems to report incidents and seek information Client notes are always accurate, understandable and completed in a timely fashion Actively participate in quality initiatives and audits

Relationship management	How achievement will be measured
<ul style="list-style-type: none"> Build trusting and engaging relationships with clients/tangata whaiora Assist colleagues and offer assistance when required Follow through on commitments made to colleagues Maintain positive working relationships with colleagues Find common solutions to problems 	<ul style="list-style-type: none"> Always follow through on commitments Relationships between themselves and their team members are positive and collaborative Find resolutions in a calm and diplomatic way Any team issues or potential conflict are managed with healthy and transparent conflict resolution process and are discussed with the line manager

Valuing diversity and differences	How achievement will be measured
<ul style="list-style-type: none"> • Ensure that the principals of Te Tiriti o Waitangi are incorporated into daily practice • Ensure that the support provided to clients is culturally appropriate • Show a genuine interest and understanding of the diversity of the clients in their service • Be aware of the resources available when working with people of different cultures • Use language that is non stigmatising 	<ul style="list-style-type: none"> • Understands the basic Maori concepts, protocol, greetings and practice • Client plans incorporate and meet their cultural need (where relevant) • Clients from all backgrounds are treated with respect and dignity- as evidenced by client feedback
Health and Safety	How achievement will be measured
<ul style="list-style-type: none"> • Understand and follow Health and Safety policies and practices • Identify and escalate workplace hazards • Carry out any allocated cleaning, maintenance, safety and security activities as part of the team • Be able to drive safely 	<ul style="list-style-type: none"> • Organisational Health and Safety policies are followed • Attendance of mandatory Health and Safety training • Health and Safety incidents are appropriately reported (and escalated if required) • The physical environment is kept safe
Personal Development	How achievement will be measured
<ul style="list-style-type: none"> • Have an active plan in place • Attend orientation and all core training • Inform the manager of development requirements 	<ul style="list-style-type: none"> • Goals and objectives in development plans are achieved • They have attended all mandatory training

Person Specification- it is essential that the person in the role operates in a manner which displays:	
<p>An unequivocal commitment to respecting the rights and supporting those with mental distress</p> <p>A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow</p> <p>A genuine commitment to our values and embraces our Stepping Stone culture and our commitment to Maori and Pasifika</p>	
Knowledge and Skills	
Competency	Behaviour
Action Oriented	Completes objectives assigned to them within required timeframes. Always complete tasks to a high standard. Accepts responsibility for their work and actions. Strives to achieve positive outcomes for clients.
Decision Quality	Makes effective decisions, which are shown to be correct on hindsight. Uses multiple sources of information when making decisions such as client observations, handover notes. Knows when to act and when to escalate the situation to the appropriate parties.
Values Diversity and Differences	Ensure that appropriate cultural practices are incorporated throughout the service. Appreciating the strengths, insights and ideas of people; strive to uphold the rights of individuals; use strategies to challenge stigma and discrimination; promotes a valued place for clients within Stepping Stone Trust.
Communicates Effectively	Is able to change communication style to suit the audience. Communicates all required information so that others (such as their manager and clinicians) are able to make informed decisions. Can communicate effectively and competently in reports, client notes and verbally. Communicates important information to staff at team meeting and handover.
Right Relationships	Can effectively build and maintain positive working relationships with colleagues, clients and external stakeholders such as clinical teams.
Client Focus	Always keeps the client in mind when making decisions; works with the client to remain solution focused at all times; builds rapport with clients and their whanau.
Experience, Qualifications and Skills	
<p>Qualifications - Essential</p> <ul style="list-style-type: none"> • National Certificate in Health & Wellbeing (Level 4); or equivalent • If the above qualifications are not completed, they must make a commitment towards obtaining the relevant minimum qualification within the required timeframe (within 2 years) • Full clean driver license – good driving skills <p>Skills and attitude - Essential</p> <ul style="list-style-type: none"> • An understanding and genuine interest in working with the relevant client group • Strong English language communication skills- written and verbal • At least basic level of computer literacy e.g. email, Client Management systems, internal intranet • The ability to use a variety of skills to engage people in a wide range of situations to achieve quality client outcomes • Strong ability to be self-motivated in an alone worker role when needed • Able to use cell phone and other IT competently. <p>Skills and attitudes- Desirable</p> <ul style="list-style-type: none"> • Experience working in Mental Health/Addiction/Intellectual Disability/or relevant social services sector • Competence and experience in effective engagement with community agencies and networks • Knowledge of community resources and support networks • Knowledge of legislation applicable to this role e.g. the Privacy Act, Mental Health Act 	

Disclaimer:

The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an exhaustive list of all responsibilities, duties, or skills required by the position holder. From time to time, the position holder may be required to perform duties outside their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation.

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	Client's homes	Community
Hospital	Offices of Specialist Services	

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

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

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

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

Close vision	Distance vision	Colour vision
Ability to focus	VDU	No special vision requirements

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of 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.