

Position Description

Role:	Support Worker
Line Manager:	Residential Lead
Parameters of Role	Full Time 1.0 (75 hours per fortnight)
Location:	Laura Fergusson Trust Wellington
Staff responsibility:	Nil
Effective date:	September 2022

Mission, Vision and Values

Our Vision: active participation and contribution in all aspects of life – He whakaohoho aheinga me te mauminamina

Our Mission: to inspire opportunities and belonging - Te āta whakauruuru me te whakaohaoha i ngā anganga katoa o te ao

Our Values: Empathy – Aroha, Courage – Kia Maia and Embracing Diversity - Kanorau Awhitanga

Background to the Role

The Wellington Laura Fergusson Trust (LFT) provides residential, community based, rehabilitative and recreational services to people with a disability.

LFT prides itself on providing services in a range of environments. We provide a comfortable, accessible, well-maintained residential facility and homelike environment and, community based support services that enable people to live a supported and independent lifestyle.

LFT Staff are expected to support our residents/clients to build on their abilities so they are able to live a life that is as independent as possible.

Purpose of the Position

1. To support clients to stay healthy and well.
2. To support clients in the achievement of their goals while ensuring the safety of clients and monitoring their well-being.
3. To provide day-to-day support in alignment with client goals and support plans.
4. To coach and mentor clients and encourage clients to make informed decisions and positive choices about their lifestyle.
5. To ensure that all paperwork and documentation is accurate and recorded within a timely manner.
6. Actively seek to continuously improve and add value to the services provided by the LFT and provide a high standard of support to enable the leadership team to work within a framework of continuous quality improvement.

KEY RESPONSIBILITIES AND PERFORMANCE AREAS

Primary Duties and Responsibilities	Key Functions & Outcomes
Lead and live the LFTS philosophy, mission, vision and values.	<ul style="list-style-type: none"> Keeps the organisation's mission, vision and values at the forefront of own decision-making and action. Communicates and models the organisations philosophy, mission, vision and values.
Client Support	<ul style="list-style-type: none"> Supports and encourages clients to grow and increase their independence, to achieve their goals, learn daily living skills and the skills required to be included in the community. Provides day-to-day support in alignment with client goals and support plans. Supports clients to meet their day to day health and nutritional needs, personal care and household management needs and to make informed decisions and positive choices about their lifestyle. Acts as a key worker to assigned clients, assessing clients' needs and implementing a holistic support plan, taking a central role in the provision of support, resources and information tailored to meet the client's individual needs, monitoring the client's progress and maintaining contact with family /whanau. Provides the support and encouragement necessary to enable clients to connect with and participate in their communities by: Developing and maintaining community links, supporting clients to connect with their family, whanau and friends, have recreational, work and cultural experiences. Maintains a safe environment, ensures the safety of clients and monitoring their well-being. Builds trust by developing and sustaining professional working relationships, using strengths based strategies to engage with clients, communicating with others in an open, honest and positive manner. Communications (oral and written) are clear, concise and timely and all client support and organisational processes are accurately documented in accordance with LFTs policies, procedures and standards.
Continuous Quality Improvement	<ul style="list-style-type: none"> Is self-motivated, reflects on practice and seeks to improve to continually deliver excellent services, assuming responsibility and accountability for the successful completion of duties Practices within LFTs service delivery framework, policies and procedures and participates in quality improvement activities and teams. Demonstrates excellent written, oral communication, interpersonal and organisational skills.
Documentation / Record keeping	<ul style="list-style-type: none"> Maintains systems, processes, paper based and electronic files in line with LFT policies and procedures whilst ensuring complete accuracy and confidentiality. All updates, revisions and deletions are recorded and easily accessible and LFTs document control policy and procedures are adhered to.
Personal Development	<ul style="list-style-type: none"> Performs the duties and responsibilities of the role according to established standards and demonstrates and maintains the competencies required for the role by actively participating in training and other activities as required. Maintains a high level of professional responsibility and performance.

Health and Safety	<ul style="list-style-type: none"> • Maintains a safe and healthy environment and complies with health and safety policies and procedures. • Role models health and safety standards and practices.
Support the activities of the wider organisation	<ul style="list-style-type: none"> • Takes responsibility for assigned projects and activities. • Attends and actively contribute to relevant committees/meetings. • Staff member undertakes a range of other duties and tasks as identified by and agreed with the Employer or Line Manager.

PERSONAL SPECIFICATIONS

Qualifications and Requirements	<ul style="list-style-type: none"> • Must be a New Zealand citizen or permanent resident or the holder of a valid work visa. • NZ Certificate in Health and Wellbeing (or an equivalent recognised qualification) at Level 2 or above. • A full New Zealand driver's licence, or legally licensed and able to drive in New Zealand is preferred.
Knowledge, Skills and Experience	<ul style="list-style-type: none"> • Good listening, oral and written communication, interpersonal, time management and organisational skills. • At least beginners' level of computer literacy in Microsoft Office software including Word and Outlook (email). • The ability to work effectively with people that may have challenging behaviours and high and complex support needs. • A proactive approach to problem solving. • Experience in the not for profit sector. • Understanding of and commitment to Te Tiriti o Waitangi.
Personal qualities	<ul style="list-style-type: none"> • Positive 'can do' attitude. • High-levels of personal and professional integrity. • Respect for and sensitivity to cultural, health and disability needs. • Ability to work independently and as a member of a team. • Flexible and willingness to embrace change. • A reliable performer with an exemplary work attendance record.