

Position Description – Support Worker/Kaitautoko

Position Title:	Support Worker/Kaitautoko
Team:	Client Services
Responsible to:	Residential Manager/Branch Manager
Responsible for: (total number of staff)	0

Who we are

The Laura Fergusson Trust (LFT) is a not for profit charity providing residential, community based, rehabilitation, and respite services for adults with physical or neurological impairments. Our focus is on providing client centred support in a collaborative manner in line with our vision and mission.

The Trust is committed to being responsive to Te Tiriti o Waitangi/Treaty of Waitangi acknowledging the unique place of Tangata Whenua in Aotearoa/New Zealand.

Our Vision: Active participation and contribution in all aspects of life - *He whakaohooho aheinga me te mauminamina*

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

Our Values:

Empathy/Aroha – we are kind, have a desire to know and understand others	Embracing Diversity/Kanorau Awhitanga – we respect people, value difference and are committed to equity	Courage/Kia Maia – we are prepared to change and lead the way by being the best we can be
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Purpose

To work as part of a team enabling clients to live a supported and independent lifestyle.

Key responsibilities

Responsibility	Indicators of success
Clients are supported	<ul style="list-style-type: none"> Supports clients with activities of daily living in line with service delivery plans Monitors clients' well-being Supports clients to grow and increase their independence, to achieve their goals, make informed choices and learn daily living skills Helps monitor progress and contributes towards support plans and clients' goals Provides support and encouragement to enable clients to connect with and participate in their communities by e.g. work and cultural experiences Builds professional relationships with clients and their whanau Follows standard infection prevention and control procedures
Key Worker	<ul style="list-style-type: none"> Identifies progress/or a decline in a client's quality of life goals; and advocates for their overall wellbeing

Administration	<ul style="list-style-type: none"> Records progress reports and ensures other service delivery documents etc are updated
Health and safety	<ul style="list-style-type: none"> Complies with health and safety policies and procedures Contributes to maintaining a safe and healthy environment that best meet the needs and interests of clients, staff and visitors to LFT Reports health and safety incidents

What behaviours do we expect?

We expect everything that you do at LFT to be guided by our values of **Empathy/Aroha; Embracing Diversity/Kanorau Awhitanga** and **Courage/Kia Maia**. In addition, there are a number of competencies which are essential to performing this role well.

What is a competency?

A competency is the combination of skills, knowledge, attributes and behaviours than enable you to perform a task or activity successfully.

Competencies

	Competency	Indicators
Core	Person-centred/He tangata e arotahi ana - clients are at the heart/centre of everything we do	<ul style="list-style-type: none"> Ensures a culturally sensitive, proactive approach to supporting clients Seeks out client information as appropriate - including goals, aspirations, history and experiences Treats everyone as an individual Demonstrates professionalism at all times and acts in an honest and ethical manner Contributes to clients experiencing real choice and control over their lives
	Teamwork/Mahi Tahī – work as a team. Value one another	<ul style="list-style-type: none"> Contributes to a positive team spirit/workplace where everyone feels supported and safe Shares information, knowledge, equipment, resources etc with others as appropriate Works cooperatively with own team, other teams and those external to LFT get the job done Listens to others views respectfully (thinks the best not the worst) Attends and actively contributes to relevant meetings/committees
	Communication/Whakawhiti Korero - share information effectively. Uphold our values	<ul style="list-style-type: none"> Speaks and writes in a clear and respectful manner and keeps staff and clients culturally safe Builds rapport and is a good listener (is aware of verbal/non-verbal cues) Asks for help when things aren't clear Understands the importance of discretion and confidentiality and understands what can be disclosed and what cannot Records/inputs information accurately Complies with LFT's policies and procedures

Functional	Learning and sharing knowledge/ He akoranga me manaakitanga, matauranga hoki - seek opportunities to grow. Share knowledge with others	<ul style="list-style-type: none"> • Open-minded and receptive to feedback/other ideas • Takes an active interest in own learning and development including identifying 'areas to work on' • Complies with LFT's training programme, policies and procedures • Shares knowledge and information – keeping in mind LFT's Confidentiality policy • Acts as a buddy to help other team members
	Resilience/Manahau – remain calm in tough situations	<ul style="list-style-type: none"> • Maintains composure and remains calm under pressure • Accepts feedback and learns from it • Remains constructive in dealing with setbacks • Problem solves and works independently • Acknowledges emotional and professional limits and seeks help and feedback when necessary
	Commitment to change and continuous improvement/ He whakaaetanga ki te huringa me te whakapai tonu – put forward ideas and be open to change	<ul style="list-style-type: none"> • Embraces change and is flexible • Self-motivates, reflects on practice and seeks to improve • Participates in quality improvement activities/teams/audits within a framework of continuous quality improvement

Person specifications

Essential
Experience in a similar role
Hold a valid work visa
Be able to gain a satisfactory NZ Police vetting check

Desirable
Level 2 NZ Certificate of Health and Well-being or higher qualification
Beginners level of computer literacy including MS Word and Outlook (email)
Understanding of basic Te Reo (including greetings)
Understanding of basic tikanga Māori (practice) and taha Māori (the way)
NZ citizen or permanent resident
Full NZ driver's licence or legally licensed to drive in New Zealand

Finally

This position description is a general summary and is not a complete list of tasks and duties. Each individual may be asked to undertake other tasks as reasonably. It is a living document and may change as the organisational needs or clients support needs change.