

SUPPORT WORKER POSITION DESCRIPTION

Title:	Support Worker
Responsible to:	Manager/Team Leader
Reports to:	Manager/Team Leader
Functional Relations with:	Residents and their significant others. Members of the Team
Primary Objectives:	<p>To support the provision of high quality care in a supportive environment that enables each individual resident to meet and maintain independence.</p> <p>To work as part of the inter-disciplinary team involved in the Quality Systems, by assisting in documentation and policy making.</p> <p>That the principles of Partnership, Participation and Protection in the Articles of the Treaty of Waitangi Act 1975 are used to promote awareness and sensitivity to the cultural and spiritual needs of Maori Residents, Staff and Community</p>

MCGLYNN WORKPLACE EXPECTATIONS

Treaty of Waitangi

McGlynn is committed to its obligation under the Treaty of Waitangi. As an employee it is a requirement to recognise the principles of the Treaty of Waitangi – Partnership, Participation and Protection.

Health and Safety

McGlynn is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative, identify, report and resolve issues that may cause harm to themselves or others in the organisation. As an employee you are responsible for your own health and safety as well as that of residents and others. Individuals are expected to work safely at all times, and to actively participate in health and safety policy and procedures. It is expected that employees will report all accidents or potential hazards.

Quality and Risk

McGlynn is committed to quality improvement. All employees are required to participate in quality improvement and risk management.

Teamwork

All staff are expected to be active and co-operative members of their team. Working together in a positive, non confrontational manner with the insight to challenge but not to be destructive. Positive communication is expected with issues being dealt with immediately to ensure no miscommunication occurs.

Leadership

Leadership is a key area for McGlynn therefore it is important that you readily share knowledge, skills and provide guidance and coaching to all staff and less experienced staff. All staff will be self-motivated, able to provide direction and delegation appropriately, and consider the wider impact of decisions and actions.

Work and Professional Behaviour

All staff are to be professionally appropriate with a positive attitude. Regulated staff are to ensure they work within their expected code of practice and within their scope of practice. You must always be fit and competent to practice whether your job is regulated or unregulated. As an organisation McGlynn expects all employees to adhere to the philosophy and values.

APPOINTMENT OF SUPPORT WORKER SPECIFICATION

1. The appointee will preferably have experience as a Support Worker in the following areas some or part of:-
 - Rehabilitation
 - Physical Disability (under 65)
 - Kitchen/cleaning/gardening
2. Hold a current First Aid Certificate.
3. Hold a current drivers license
4. To have knowledge of kitchen cleaning processes.
5. Demonstrated evidence of caring for younger people with a physical disability.
6. Is able to demonstrate effective communication skills, both verbal and written.
7. To be able to work independently under the directions of the Team Leader.
8. A formal agreement will be entered into with the successful applicant.
9. Job Description – this is a separate document.

AREAS OF COMPETENCY		
Key Competency		Key Tasks
A: Provision of Care		
1: Provide safe efficient quality supportive care to residents according to individual needs.		<ul style="list-style-type: none"> - Care and treatments are carried out under the instruction of the Team Leader and full consultation with the resident. - Resident care standards are met. Care is delivered according to the resident care plan. - Privacy is protected when delivering care. - Change in resident condition is reported promptly to the Team Leader. - Resident appearance and comfort is maintained at all times. - Assistance with meals is given to the individual as required. - Hydration is maintained, fluids are available, mouth and skin moisture is maintained. - Urinary output is monitored as indicated by the care plan. - Recognition of the responsibility for the ongoing care and maintenance of personal belongings in accordance with house policy. - The resident environment will be maintained in an orderly manner at all times.
2: Accurate record keeping of care is given in accordance with Policies, Acts and Regulations		<ul style="list-style-type: none"> - To read and understand requirements in resident care plans and provides ongoing documentation for progress notes. - Changes in resident condition are reported promptly to the Team Leader and are documented. - Accidents, Incidents and Equipment failure is reported promptly and on the appropriate form or maintenance book.

<p>3. Maintain safe standards in work practices at all times to ensure the safety of residents environment.</p>		<ul style="list-style-type: none"> - Safety standards for resident care are observed at all times. - Residents are supervised where safety issues are known, or are potentially at risk. - To seek guidance when uncertain about performing tasks or giving care. - Uses equipment for its intended use appropriately. - Accidents, incidents, near misses and equipment failure is reported promptly and on the appropriate form following Health and Safety policies. - Infection control policies are followed. - Health and safety policies are followed.
<p>4. Appropriate and professional interactions with residents, families/whanau, visitors, health care team and others are maintained at all times.</p>		<ul style="list-style-type: none"> - Ability to create a positive climate for interaction between residents, families and other members of the team is demonstrated. - Explanations and reassurance is given before care is commenced and verbal permission is sought prior to commencing care procedures. - All relative and telephone enquiries are directed to the appropriate person.
<p>5. Promote and maintain comfort and respectful care without prejudices against sex, ethnic background, religion, lifestyle and education.</p>		<ul style="list-style-type: none"> - That the principles of Partnership, Participation and Protection in the articles of the Treaty of Waitangi 1975 Act is used to promote awareness and sensitivity to cultural and spiritual needs of Maori Residents, Staff and Community so that cultural differences are recognised, planned for and met. - Resident dignity and privacy is maintained and met. - Is aware of what constitutes abuse and is an advocate for the resident in reporting and acting on any instances of abuse to the Team Leader/Manager.
<p>6. To practice economic use of supplies and house equipment.</p>		<ul style="list-style-type: none"> - Is conservative in use of all resources. - Uses equipment for its intended use appropriately.

<p>7. Participates in educational programmes, meetings and Quality Systems activities that are relevant.</p>		<ul style="list-style-type: none"> - Participates in regular staff meetings. - Participates in in-service training. - Participates in the Quality Systems programme. - Participates in an annual staff development review, and sets goals for the following year.
<p>8. To observe the McGlynn Rules and Policies as outlined in the Code of Conduct and policy manuals.</p>		<ul style="list-style-type: none"> - Maintains a professional attitude of responsibility, loyalty, discretion and observance of confidentiality about residents and McGlynn business. - Has read and knows the contents of the Code of Conduct and can interpret policy and put into practice. - Encourage all staff to maintain a harmonious atmosphere. Is supportive and welcoming to residents, family/whanau and visitors to the house. - Upholds a professional appearance by adhering to the Staff Clothing Policy.
<p>Kitchen</p>		
<p>9: To maintain an organised and safe work area.</p> <p>To assist in the provision of food service that meets the need of individual residents and complies with the food service standards</p>		<ul style="list-style-type: none"> - To ascertain the dietary likes and dislikes of the resident by liaising with the resident and Team Leader - To ensure dry foods, raw foods, refrigerated and frozen foods are stored as per hygiene regulations. - Food preparation and serving by using correct techniques and food handling practices. - Ensure all food is presented attractively. - Ensure food is provided for those on special diets. - Arrange catering for special occasions as directed by the Team Leader/Manager

<p>Laundry</p>		
<p>10. To provide resident with a laundry service that meets individual needs and the laundry standards.</p>		<ul style="list-style-type: none"> - To ensure the laundry standards are performed as set out by the Laundry policies and Infection Control policies. - Launder personal clothing and linen as outlined in policy. - Coordinate with the resident dry cleaning/mending as required. - Support in purchasing clothing as required.
<p>Supportive Personal Goals</p>		
<p>11: Provide support to each resident to meet personal goals</p>		<ul style="list-style-type: none"> - Planning and implementing appropriate individual activities, which reflect residents' planned goals. - To provide sensory stimulation and create life within the home environment, by observing yearly celebrations and events as requested by residents/family/whanau. - To promote the development of an environment which encourages the continuation of stimulation and activity throughout the day. - Effectively communicate programme details as in consultation with resident to, family/whanau, friends, and staff and community organisations.
<p>Environment: Inside/Outside</p>		
<p>12. Inside. To assist in the hygienic and efficient cleaning of the house as set out in the cleaning programme.</p> <p>Outside. To assist in maintaining neat and well attended gardens, lawn and pavement areas.</p>		<ul style="list-style-type: none"> - Will achieve these tasks to a high standard as set out in house cleaning policy and daily task lists. - Will achieve these tasks to a high standard as set out in house maintenance policy and daily task lists.

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This Job Description may be reviewed and altered at any time by mutual agreement of the Manager and Employee.

Signed

Employee

Date/...../.....

Signed

Employer

Date/...../.....