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| **UNIT/TEAMS** | **Frontline, MASH Services** |
| **REPORTS TO** | Practice / Team Leader |
| **BUSINESS GROUP PURPOSE** | MASH Trust delivers a range of housing support, community support services, social networking hubs and specialised services for people with disabilities, mental health, addiction and offending across the Central Region.  MASH Trust facilitates and actively promotes quality of life by attending to the physical, mental, spiritual, and social health of people, their whānau and their communities. |
| **ROLE PURPOSE** | To work collaboratively for the people, we support in delivering person centred care and support; maintaining a high quality of life, a quality home environment, and encouraging full participation in all aspects of daily life. Community Support Workers are expected to function in accordance with the Treaty of Waitangi and to engage in professional development including NZQA-linked qualifications and attendance at MASH staff development workshops. Community Support Workers are also expected to contribute to policy and procedure reviews, planning and quality initiatives, and continuous quality improvement and risk management. |

MASH TRUST MISSION

*Working together to achieve great lives*

OUR VALUES

**Relationships** Build open relationships based on honesty and respect

**Communication** Communicate with an open mind and heart

**Mana** Recognise and promote the mana and strengths of the individual

**Opportunities** Take opportunities to learn and grow together

**Believe**  Believe that together we will make a difference

**Fun** Make fun a goal

KEY RESULT AREAS

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| KEY  RESPONSIBILITIES | SUMMARY OF  OUTCOMES |
| The people we support:  Provide safe, person centred support which is consistent with MASH policy and values and within legal and ethical frameworks.  Enabling good lives for the people we support by gathering information to make informed choices for person centred plans.  Enable people we support to participate in leisure activities, sports, recreational, and community activities according to support plans.  Provide opportunity for people we support to participate in vocational training, supported employment and interests according to support plans.  Assist in implementing and reviewing behavioural management programmes where these are applicable.  Attend staff meetings to ensure consistent support and participate in team decision making.  Alert as appropriate Home Coordinator, Clinical Coordinator, Team Leader or Clinical On Call to any concerns regarding wellbeing of people we support. | Care and support meets MASH policy and value expectations, health and disability sector standards and is in accordance with the Health and Disability Commissioner’s Code of Rights.  Person Centred support plans are in place and followed. Reviews are undertaken as necessary (yearly as a minimum), and CSWs contribute to this.  The people we support participate as fully as possible in community and leisure activities.  All rehabilitation and therapy programmes are followed correctly.  Behaviour is managed according to support plans in all cases where behavioural management is an identified (such as contractual) requirement.  Attendance at staff meetings is maintained and input constructive.  Proactive, timely interventions and collaborative problem solving occurs which avoids potential issues, and to resolve issues early. Plan reviews and communications to effect changes are undertaken without delay.  All incidents and concerns are reported and resolved within timeframes and to prescribed standards. |
| Activities of Daily Living:  Ensure the physical environment is clean, tidy and hygienic.  Supporting the people we support to prepare menus and cook meals.  Ensure adequate food & household supplies are available – encourage people we support to participate with household shopping.  Provide when necessary personal care of people we support, including but not limited to showering/bathing, shaving, toileting, dressing, feeding and medication administration. | Environments e.g. residence is kept clean and tidy.  Nutritious meals are prepared according to menu planner.  Household keeps within food budget.  Daily activities are coordinated.  The people we supports’ appearance reflects high personal hygiene standards.  Medications is administered strictly in accordance with policy & procedures. |
| Documentation:  Ensure that all people we supports’ information is recorded accurately and completely, and end of month statistics are completed and sent.  Ensure Daily Notes, and financial records are checked and completed accurately and neatly.  All financial records completed and cash is balanced daily. Monthly reconciliation is completed. | Documentation is accurate and up-to-date.  All documentation is tidy, legible and signed off.  Liaise with other team members, providers and stakeholders to ensure plans are followed, and reviewed when necessary.  All financial transactions are made within delegations and are accounted for. |
| **Health & Safety:**  Accurate recording and reporting of all accidents/incidents/hazards  Actively participate in Health & safety activities, meetings and relevant training.  Ensure that the most appropriate safe method of work is chosen and take responsibility for knowing all hazards relative to specific sites and the control plans in place.  Take a proactive approach to Health & Safety and take all practicable steps to ensure safety within the workplace. | Documentation (i.e. hazard register, site accident registers and incident reports) are accurate, timely, objective and sufficient. This includes all near miss incidents.  Seek advice and training if unfamiliar with procedures or equipment. Attendance at house meetings unless on leave.  Consider hazards or potential hazards before undertaking work. Knowledge is up to date.  Adherence to MASH Trust Health & Safety procedures and legal obligations. |
| Primary Support Worker Duties:  Take responsibility for ensuring the file for the people we support under your care is up to date, tidy and accurate.  People are supported to identify and work towards Person Centred goals. | Files are tidy, up to date, and accurate. Person centred care and support is reflected in them, and met.  People that we support state that they have clear goals that they are being supported towards reaching. |
| Medication:  Complete medication training and certification. Revalidate annually.  Administer Medication according to the Policy & Procedure in strict detail. | Current certification.  No Medication errors.  Report all medication errors and complete an incident report including any near miss incident. |

COMPETENCIES

* People focused
* Quality focused
* Flexibility – Shift work
* Teamwork
* Communication – written & oral
* Organisation & Time management
* Problem Solving
* Functional computer literacy
* Resilience

EXPERIENCE/QUALIFICATIONS

* No minimum entry qualifications are required, but required to work towards New Zealand Certificate in Health and Wellbeing level 4 **or** hold a relevant equivalent qualification in a related field.
* Knowledge and understanding of / empathy for the people we support
* Current First Aid Certificate (or obtain one within the first three months of employment)
* Current, Full Driver Licence.

Job Specific Knowledge and Skills:

* Commitment to achieve NZQA-linked qualifications and demonstrate on-job competencies
* Collaboration, reflective learning and teamwork skills
* Reliable and dependable in working rostered shifts
* Demonstrated ability to build relationships with people of all ages and backgrounds
* Demonstrated professionalism and integrity
* An orientation towards /aptitude for role clarity and professional boundaries
* Demonstrated problem-solving skills
* Awareness of risk management, and financial understanding
* Ability to engage in personal cares when required
* Skilled in preparing nutritious and economical meals for approximately six people
* Willingness to take on additional day-to-day tasks as required.

KEY RELATIONSHIPS

Internal:

* Teammates (those on-shift, and in communications to support 24/7 delivery)
* Community Support Workers; in-team, and across cover staff, pool and temporary
* Lead Support Workers and SMEs
* Team / Practice Leader
* Clinical Coordinators
* Home Coordinators

External:

* Health professionals and providers
* Community Health Teams
* Family/Whanau and Tangata Whenua