

Job Description

Residential Support Worker

0917

This JD forms the work basis for Support Workers across residential services and is supplemented with detail of daily task and routines found within each service

Scope

To work effectively as part of the SST Residential Services team to support residents on their journey to recovery.

Clients	
Planning	Use S M A R T E R goals to facilitate client recovery (Specific Measurable Achievable Timely, Effective, Review).
Support	Via supervision – discuss Clinical needs and plan for client Recovery & wellbeing. Provide practical / emotional support and advocate for client where necessary.
Engagement	Client Wellbeing. Assist clients in making and maintaining contact in the community to enhance their health and lifestyle choices.
Physical Health	Administer medication and keep accurate records around decisions made, seeking professional advice from Clinical staff when required. Follow medication “8 Rs”. Provide care and support to assist any medical condition – fluids, warmth, rest, temperature taken etc.
Role Model	Healthy day routines, task engagement, problem solving, relationship management

Colleagues	
Collaborative	Attend supervision and staff meetings as arranged. Meet regularly with Clinical Senior for service support. Look after each other – when they can’t, you can!
Informative	Pass good clear concise relevant information to site staff and Clinical staff. Notice and record/pass on facts; own opinion. Be clear with dates, times, names, places

Communication	
Verbal	
Tangata Whaiora	Maintain daily contact with clients checking in on their wellbeing; understanding and implementing the day’s activities. Communicate any changes or variation to the usual and ensure the client understands. Have intentional chats.
Whanau	Establish regular contact with whanau, maintain current awareness of client journey where appropriate. Ensure agreement around critical details.
Case Manager	Regular contact based on client needs to ensure full understanding of current situation, action/recovery plans medication changes etc. Follow up with supporting paperwork and entry into client notes. Keep clinical staff informed

Other Health Providers	Liaise with Outside Agencies in regard to service user's recovery journey, as required. Follow Specialist up with supporting paperwork and entry into client notes.
Actions	Speak louder than words. Have intentional interactions – puff the pillow, assist their task etc.
Written (timely, thorough, factual, followed up)	
Diaries	Record critical changes and events in house based diary. Follow up urgent matters from previous shift and update next shift including service user's notes
iCIM	Track client recovery journey within ICIM software ensuring accurate information is entered. Include records of relevant conversations that have taken place with all parties. Notice and record/pass on facts; own opinion. Be clear with dates, times, names, places
Reports	Context – Clinical – Incident – Observation – Hazard etc. On a regular basis, generate summary information around client journey and deliver to Senior Clinical staff. Incorporate responses into client recovery plans
Recovery Plan	On a regular basis, monitor progress and adjust Recovery Plan to track client journey. Identify areas where greater support/monitoring is required, establish timeframes and outcomes to measure against

Programming	
Timeliness	By example, assist service users to establish routines for their day/week that will prepare them for living within the community rhythms.
Routines/Tasks	Encourage service users to participate in appropriate household chores and activities including personal space and self-care. Model motivation and attitude as required.
Planned	Assist service users to plan, schedule and attend regular events/meetings that are significant Activities parts of their recovery
Community Activities	Coordinate involvement of service users in community activities especially around socialisation and normalising of daily living

Facility	
Food	
Hygiene	Use approved SST policy & processes around food safety including monitoring of storage equipment, hand/surface washing
Preparation	Follow SST guidelines ensuring food is prepared/cooked/stored accordingly
Ordering	Check inventory and list for order, sufficient stocks for daily/weekly house operation including monitoring of aged products
Storage	Maintain orderly cabinets and shelving, ensuring easy access to properly contained, clean and best before dated condiments (flours, seasoning, sauces etc.)

Cleanliness	
Internal Rubbish	Ensure hallways and common areas are regularly cleaned and rubbish bins are emptied
External Site	Ensure site is tidy, Council bins placed out as required and site is tidy
B/room, Wet Areas	Keep dry, mopped/wiped down. Remedy spills quickly. Clean all surfaces and behind things
Safety/Hazard Management	Check throughout the day for the presence of hazards that may impact on client, staff or visitor safety – act in accordance with SST policy and common sense
Client Rooms	Check client personal areas for cleanliness and safety. Direct and support clients to be responsible for their personal and room cleanliness. Schedule consistent weekly bed/room cleaning as required
Utility Areas	Keep Utility areas clean and tidy with sufficient/correct resources available for household operation

Employee Name

Signed

Date

Ideal Appointee	
Qualifications	A L4 Support Certificate in Mental Health & Addictions (or similar) or in training toward that.
Experience	Minimum of 1 year experience in a role that involves services to vulnerable people, preferably in the Mental Health field. Preferred experienced in a residential care setting.
Attributes	<ul style="list-style-type: none"> • Ability to engagement with vulnerable people - empathic yet assertive • Written ability to makes notes and record actions, incidents, outcomes • A minimum of medium level Microsoft Word and Outlook (e-mail) skills • Practical residential skills - cooking, cleaning, simple maintenance • Able to adapt to changing pressures in a fluid/dynamic MH context
Knowledge	Be able to demonstrate knowledge of issues that affect vulnerable people and to be able to provide advice, support and actions to address those issues