

Stepping Stone Trust has been operating since 1990; having grown out of Spreydon Baptist's Community Services and is now the largest NGO provider of Community Mental Health services in Canterbury. The Trust operates a range of Residential, Respite and Community Support services for Youth through to Older Persons for up to 500 Tangata Whaiora/Consumers each week.

Our Vision

An organisation which seeks to partner and collaborate with mana whenua ki waitaha to honour the treaty covenant through providing culturally informed services to deliver wellbeing for all.

- *In providing a place of standing, hope, recovery and wellness Stepping Stone Trust seeks to be:*
 - *A mental health provider of first choice;*
 - *A leader in innovation*
 - *Flexible and responsive*
 - *Holistic, client centred and strengths based*
- *Delivering evidence-based practice that provides effective outcomes.*

Our Mission

Motivated by Christ's love, Stepping Stone Trust journeys with people to find a place of standing, hope, recovery and wellness.

Te Roopu o te Taumata Kohatu

Core Values

Faith – supporting tangata whaiora (clients) and staff to explore belief in God as a pathway to wellness

Grace – accepting and respecting people regardless

Hope – every person has value, potential and new possibilities

Love – being professional and showing respect in all of our relationships

Integrity – practising accountability with each other and stakeholders.

Service Context

Youth Residential

A 24-hour community bed-based recovery focused strengths and resilience service for youth under the age of 20 with serious MH disorder and their families requiring complex and ongoing high support needs related to their activities of daily living. The service maintains primarily short to medium term bed stays however supports one 3 - 5 day respite bed.

Role, Purpose and Scope of Role

The Clinical Youth Residential position has been established to recognise extra duties and responsibilities required to ensure the smooth running of our Youth Residential service. This role includes working closely with the Team Leader and Youth Service Manager.

The core function of this role is to provide clinical level best practice to ensure those who utilise our service experience consistent and professional support. In conjunction with the Youth Residential Team Leader, this role will be responsible for the development and implementation of operating systems, auditing functions, and staff support and supervision.

A Job Description is a broad, general, and written statement of a specific job. It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports.

Key Relationships

Reports to

- Team Leader – day to day tasks

Accountable to

- Service Manager - while acting up

Delegated Authorities

Financial – Budget & Expenditure limits

- NIL

Human resources

- Assist as required, with HR in the selection, supervision and performance of staff.

Internal Relationships

| Interactions within SST | The purpose and frequency of these interactions |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Team Leader | <ul style="list-style-type: none"> • Daily, to plan, co-ordinate, receive key messages and overall direction around the functional needs of the service • Internal monthly supervision • As required to promote best outcomes for TW/C |
| Service Manager and other members of SST Management | <ul style="list-style-type: none"> • As required, to promote sound communication |
| Youth Residential Staff | <ul style="list-style-type: none"> • Regular contact throughout each shift to liaise regarding shift matters and needs. • Attendance and participation in service meetings |
| SST Team Leaders | <ul style="list-style-type: none"> • As required, for support and liaison. |
| Administration Team | <ul style="list-style-type: none"> • As required, for day-to-day needs. |
| Tangata Whaiora/Consumers TW/C | <ul style="list-style-type: none"> • Interaction with young people will occur regularly throughout shifts. • Fostering & modelling appropriate therapeutic relationships |

External Relationships

| Interactions outside of SST | The purpose and frequency of these interactions |
|---------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Other Health Professionals | <ul style="list-style-type: none"> • As required DHB/MSD Service/Case Managers, Allied Health Professionals, GP Practices other community agency staff to liaise regarding the young person's mental state, current needs, and recovery goals. |
| Tangata Whaiora/Consumers Whanau and Significant Others | <ul style="list-style-type: none"> • Regular contact expected to assist progress plans, respond to matters arising and encourage supportive involvement from family/other to meet recovery goals. |
| Health Care Agencies/ Community Groups | <ul style="list-style-type: none"> • As required and allowed by TW/C for the purpose of monitoring their mental health and responding to matters arising. • Response to enquiries about services – SMHS referrers, GPs, family members etc. |
| Relevant Regulatory Agencies | <ul style="list-style-type: none"> • As required e.g. Police, MSD, DHB, ACC. |
| Professional Networks | <ul style="list-style-type: none"> • Participate in networking and collaborative, interagency activities. |
| External Contracts | <ul style="list-style-type: none"> • As required e.g. QualMed, Tradespeople, Trainers. |

Key Result Areas

1 Model of Care, Policies and Procedure

| Key Measurement Criteria | | Performance Measure | |
|--------------------------|----------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------|
| 1.1 | Commitment to working within the framework of Stepping Stone Trust its vision, mission and values. | 1.1 | Demonstrate alignment with vision, mission and values. |
| 1.2 | Stepping Stone Trust policies and procedures are implemented and adhered to. | 1.2 | Policy and procedures adhered to. |

2 Cultural Safety

| Key Measurement Criteria | | Performance Measure | |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------|
| 2.1 | Commitment to the principles of the Treaty of Waitangi as they apply to Stepping Stone Trust. | 2.1 | Demonstrate knowledge and application of the principles of the Treaty of Waitangi. |
| 2.2 | Tangata Whaiora/Consumers receive care without discrimination on the basis of race, culture, health, sexual orientation or age. | 2.2 | Tangata Whaiora/Consumers feedback, peer feedback. |

3 Programme Delivery

| Key Measurement Criteria | | Performance Measure | |
|--------------------------|---------------------------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.1 | Ensure the Clinical safety of Young People. | 3.1 | <ul style="list-style-type: none"> ➤ Ensure there are current crisis plans for each young person. ➤ Monitor the mental state and wellbeing of young people and report to Team Leader regarding any changes. ➤ Model / support problem-solving for staff around current issues with young people. ➤ Ensure Clinical systems, e.g. Medications, are run smoothly. ➤ Create and provide a safe, recovery-conducive environment for young people in our residential homes. ➤ Work with the Team Leader to plan and implement accountability processes for young people when required. ➤ Write regular progress notes in online patient management system. ➤ Work with the Team Leader to audit records. |

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| <p>3.2 Assist with providing Senior and Clinical Leadership.</p> | <p>3.2</p> <ul style="list-style-type: none"> ➤ Supports the Team Leader in the implementation of systems and procedures. ➤ Ensure the culture of shift changeover is maintained, including report to staff coming on (maximum 30 minutes) and praying together. ➤ Assist the orientation of new staff ➤ Works with others to support a positive team culture. ➤ Models / implements best clinical practice responses to residential / young person's needs. |
| <p>3.3 Pursue Individual Professional Development.</p> | <p>3.3</p> <ul style="list-style-type: none"> ➤ Contributes to Development Plan for the year, as established with the Team Leader and Youth Service Manager. ➤ Attends relevant training courses to ensure clinical registration is maintained. ➤ Keeps up to date with developments externally concerning the service. ➤ Actively participate in own monthly external Supervision. |
| <p>3.4 Complete administrative tasks to meet service requirements.</p> | <p>3.4</p> <ul style="list-style-type: none"> ➤ Ensure reporting is sufficient and accurate to endure monthly reporting needs, health audit and clinical practice review / critique ➤ Identify and report any areas for improvement re service standards, concerns or complaints to the Team Leader ➤ Maintain best-practise record keeping standards, quality management and time recording systems to comply with the service's file systems |
| <p>3.5 Effectively manage Health and Safety and Risk Management requirements.</p> | <p>3.5</p> <ul style="list-style-type: none"> ➤ Ensure all OSH requirements are met in relation to the duties and responsibilities of this role. ➤ Liaise with key people and monitor implementation of quality and risk management activity for the service (e.g. file audits, fire safety, building maintenance). |
| <p>3.6 External enquiries are managed by liaison with appropriate agencies to maximise care, planning and coordination of service access and user needs.</p> | <p>3.6 Reflected in unit documentation, ICI & staff supervision notes.</p> |

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| <p>3.7 Complete other projects and responsibilities as required and by negotiation with Team Leader and Youth Service Manager.</p> | <p>3.7</p> <ul style="list-style-type: none"> ➤ Work individually or in a team on current projects for the residential service ➤ Meet negotiated outcomes and deadlines |
|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

4 Communication

| Key Measurement Criteria | Performance Measure |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| 4.1 Utilise ICiM to manage timely recording, file systems, record keeping standards / systems. | 4.1 Administration is completed in a timely manner in accordance with policy and procedures. |
| 4.2 Leads by example, works collaboratively with staff providing transparent feedback & supervision, setting a culture of clear communication e.g. re safety, professionalism, team issues. | 4.2 Staff issues are progressed on the basis of noted feedback within service and supervision records. |
| 4.3 Conflict/resolution processes are facilitated as needed | 4.3 Issues are resolved early or if escalated records show efforts made. |
| 4.4 Timely and appropriate information is provided across shifts and at changeover/ other times. | 4.4 Reflected in service meeting, diary, supervision notes. |

5 Leadership

| Key Measurement Criteria | Performance Measure |
|--------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 5.1 Contributing to and maintaining SST's ethos and values. | 5.1 Practicing the ethos and values of SST. |
| 5.2 Model Self-Management. | 5.2 Walk the talk and setting an example by doing. |
| 5.3 Practice respect in professional relationships. | 5.3 Staff reflect positive and affirming relationships. |
| 5.4 Support and facilitates a team culture which is recovery focused and supports best practice. | 5.4 Team meetings and activities demonstrate culture development e.g. team retreat day, staff orientation. |

6 Reporting

| Key Measurement Criteria | Performance Measure |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 6.1 Incident/Accident reports to be timely completed in accordance with policy. | 6.1 Evidence by adherence to policy. |
| 6.2 ICiM is monitored to ensure currency and accuracy. | 6.2 Selected client reviews within ICiM show current and accurate recording. |
| 6.3 Assist with complaints investigation as required. | 6.3 As per complaints policy. |

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|-----|---------------------------------------------------------------------------|-----|---------------------------------------------------------------------------|
| 6.4 | Service monitoring and audits are timely completed as requested/required. | 6.4 | Documentation shows an accurate and timely response. |
| 6.5 | Maintenance issues are accurately reported and timely followed up. | 6.5 | Documentation shows accurate and timely reports, follow up and resolution |
| 6.6 | Medication Management Policies & Practices are adhered to within services | 6.6 | Incident Reports indicate problems are managed and are being reduced. |
| 6.7 | Administer medication in a timely and accurate manner – all the R's | 6.7 | Refer 6.1. |

7 Team Work

| Key Measurement Criteria | | Performance Measure | |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1 | TW/C are valued through a work environment that implements and models a collaborative team approach to the work. All roles function as part of a greater team of carers and within that team they provide a high level of stable continuous care. | 7.1 | <ul style="list-style-type: none"> ➤ Engaged in the consultative function of team and peer meetings. ➤ Attend staff meetings (paid time). ➤ Attend group supervision (paid time). ➤ Attend SST professional development training. ➤ Works alongside/with colleagues with mutual respect. |
| 7.2 | Participates fully in a consultative function supporting staff in Yth. Res.. | 7.2 | Contributes regularly and consistently in discussion/meetings – staff meetings, internal/external MDT. |
| 7.3 | Assists the Youth Residential team in achieving the objectives of the team. | 7.3 | <ul style="list-style-type: none"> ➤ Team objectives achieved, peer review. ➤ Participation in development of annual residential service clinical goals. |
| 7.4 | As required provides professional advice and input to other residential services. | 7.4 | Notes in e-mails, minutes, reports indicate staff supervision and liaison with SMHS. |

8 Staff Performance Management

| Key Measurement Criteria | | Performance Measure | |
|--------------------------|-------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8.1 | Proactively participate in the regular performance review and annual performance appraisal process. | 8.1 | Completed performance appraisal. |
| 8.2 | Supports Service leaders with the performance management of staff is timely, documented and follows good process. | 8.2 | <ul style="list-style-type: none"> ➤ Performance issues are addressed early and process/progress is recorded. ➤ Notes in e-mails, minutes, reports, diaries noting input into service management. |
| 8.3 | With the Service leaders, assist staff in applying core organisational training e.g. | 8.3 | Training delivery is identified by improved staff competence. |

9 Professional Development

| Key Measurement Criteria | | Performance Measure | |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------|
| 9.1 | Where appropriate, identifies professional development needs and training opportunities in consultation with the Team Leader. | 9.1 | Evidenced in participation of training and development and training records. |
| 9.2 | Receives regular supervision as per SST policy. | 9.2 | Supervision reports. |
| 9.3 | Completes professional development sufficient to remain professionally accredited. | 9.3 | Professional registration is maintained. |

10 Quality Standards

| Key Measurement Criteria | | Performance Measure | |
|--------------------------|--------------------------------------------------------------------------------------------------------------|---------------------|------------------------------------------------------------------------------------------------------------|
| 10.1 | Know and practice OSH policy. | 10.1 | Participate in Hazard Identification and Health and Safety processes. |
| 10.2 | Understand fire drills and civil defence emergency procedures. | 10.2 | Participate in fire drills and civil defence emergency procedure training. |
| 10.3 | Adhere to Accident/Incident reporting system. | 10.3 | Accidents/Incidents are reported. |
| 10.4 | Uses all equipment correctly, and with proper care and attention, observing education and instruction given. | 10.4 | Equipment issued correctly. |
| 10.5 | Know and practice relevant work place quality standards subject to audit. | 10.5 | Service adherence to functional quality standards is positively reflected in internal and external audits. |
| 10.6 | Infection control and medication systems are modelled competently. | 10.6 | Competent Infection control and medication processes are reflected in internal and external audits. |

11 Other Duties

| Key Measurement Criteria | | Performance Measure | |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------------|
| 11.1 | Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties. | 11.1 | Tasks completed as requested. |

Working Environment and Physical Demands

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

| | | |
|----------------|---------------------------------------|-----------|
| Office | Residential Facilities | Outdoors |
| Vehicle | Tangata Whaiora/ Consumers Homes | Community |
| Hospital | Offices of Specialist Services | |

*Those in **bold** represent the likely hazards of this position*

| PHYSICAL | BIOLOGICAL | TEMPERATURE |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> ○ Mechanical handling ○ Stacking and storage ○ Transportation (car etc) ○ Confined space/working at heights ○ Ventilation ○ Working at heights in walkways and aisles ○ Equipment guards ○ Energy isolation ○ Noise ○ Vibrating platforms | <ul style="list-style-type: none"> ○ Insects. ○ Bacteria/Virus. ○ Animals (e.g. Dogs, Rats) | <ul style="list-style-type: none"> ○ Extremes of heat or cold ○ Hot substances/products ○ Fire hazard |
| | CHEMICAL | PHYSIOLOGICAL (Factors that may contribute to stress and/or fatigue) |
| | <ul style="list-style-type: none"> ○ Chemicals and other substances ○ Mist ○ Dust ○ Dangerous Goods | <ul style="list-style-type: none"> ○ Periods of significantly increased intensity or duration of workload ○ Organisational demands of work (e.g. 24 hour availability) ○ Tight deadlines ○ Provision of support to others during peak periods ○ Shift work |
| LIGHTING | POWER SYSTEMS | EMERGENCY RESPONSE |
| <ul style="list-style-type: none"> ○ Lighting levels | <ul style="list-style-type: none"> ○ Electrical ○ Hydraulic | <ul style="list-style-type: none"> ○ Responsible for items to be secured e.g. earthquake ○ Evacuation routes |
| ERGONOMIC | RADIATION | |
| <ul style="list-style-type: none"> ○ Manual handling ○ Work station set-up | <ul style="list-style-type: none"> ○ Microwave ○ Infra-red, ultraviolet | |

*Those in **bold** represent the essential physical requirements of this position*

| TYPE | FREQ. | TYPE | FREQ. | TYPE | FREQ. |
|----------------------------|----------|-------------------------|----------|----------------------------|----------|
| Sedentary – Sitting | F | Stooping | O | Lifting/Manual Handling | O |
| Pulling | R | Kneeling | O | Grasping | O |
| Crouching | O | Typing | F | Crawling | R |
| Talking | F | Reaching | O | Hearing | F |
| Standing | O | Repetitive Hand Motions | R | Fine Finger Motions | F |
| Walking | F | Pushing | O | Driving | F |
| Climbing | R | Other – please record: | | | |

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in **bold** represent the visual requirements of this position*

| Close Vision | Distance Vision | Colour Vision |
|-------------------------|-----------------|--------------------------------|
| Ability to Focus | VDU | No Special Vision Requirements |

Verification

We agreed that this Position Description accurately reflects the key responsibilities of the position of Clinical Worker at today's date.

Manager's Full Name:

Manager's Signature:

Date:

Employee's Full Name:

Employee's Signature:

Date:

This Position Description will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Manager and Human Resources.

Education and Qualifications

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|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Qualifications and Experience | Minimum Level 7 relevant Nursing, Social Work or other Allied Health Registerable Degree. Minimum 2 years relevant Mental Health experience. |
| Professional Registrations | Nurse, Social Worker or other Allied Health Registration. |

Technical or Professional Knowledge, Skills and Experience

| | |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Work context specific | <ul style="list-style-type: none"> Comfortable working in a Mental Health Service delivery environment. |
| IT and Internet systems | <ul style="list-style-type: none"> Competent knowledge of office software systems e.g. Microsoft Office (Word, Excel), E-mail, Payroll Systems, with the ability to support staff in these applications. Confident using the Internet and web tools. |
| Administration | <ul style="list-style-type: none"> Ability to co-ordinate administrative functions to ensure timely reporting. Demonstrates an understanding of administrative systems that ensure other business systems are properly supported. Demonstrates ability to maintain quality quantitative information gathering and reporting systems. |

General Competencies (behaviours) and attributes

| | |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Alignment to Core Values | <ul style="list-style-type: none"> Personal alignment to the vision, mission and core values of SST reflect through a personal faith journey. Demonstrate commitment to SST core values of Faith/Growth/Respect/Relationship/Service Effectiveness through respect for and ability to work within the SST mission, principles and Christian ethos. Ability to promote a work culture based on Christian values and encourage where appropriate the Christian faith journey of all staff and Tangata Whaiora/Consumers. |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Teamwork</p> | <ul style="list-style-type: none"> • Maintains healthy relationships in teams that positively influence Tangata Whaiora/Consumers and organisational culture; especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes. • Aligns with team's values and composition; aware of own strengths and how they affect other people in the team. • Works collaboratively. • Ability to delegate tasks whilst maintaining responsibility for the final result. • Demonstrates professional & pastoral support for staff. |
| <p>Work Progress</p> | <ul style="list-style-type: none"> • Good time management and ability to self-direct, manage and set priorities. • Can implement own and others ideas. • Committed to Quality Improvement. |
| <p>Communication</p> | <ul style="list-style-type: none"> • Develops rapport easily; addresses issues positively; competent in verbal and written communication. • Able to discuss strategic and sensitive issues. • Shares Knowledge. • Communication – strategically uses communication to produce enthusiasm and foster an atmosphere of open exchange and support. • Excellent and accurate numeric, written and oral communication. |
| <p>Adaptability</p> | <ul style="list-style-type: none"> • Is aware of changes in service delivery needs from funder and adjusts strategies to reach a result. • Has a professionally developed intuition around Tangata Whaiora/Consumers, their needs and life context. • Problem solver – assesses situations, decides on a course of action and implements this. |
| <p>Personality</p> | <ul style="list-style-type: none"> • Attitude – Compassionate and Caring/Honest/Optimistic/Professional/Resilient/Flexible • Tact/Discretion/Confidentiality • Excellent ability to problem solve • Good health and fitness. • Sense of humour. |