

Role Overview

Support and encourage individuals with an intellectual disability in their daily living situations, whether it be at home, work, day programmes or in social, leisure and educational time.

High-Level Responsibilities

- To **teach** people to **grow** and **increase their independence** by:
 - Supporting them to learn skills for daily living.
 - Making sure they learn other skills that support them to be part of their community.
 - Supporting them to make decisions and choices.
 - Encouraging them to have cultural experiences.

- To **support** people to **stay healthy** and **well** by:
 - Meeting their day to day health and medical needs.
 - Providing personal and intimate care.
 - Maintaining a safe environment.
 - Being a key worker.
 - Helping them to plan and achieve their goals.
 - Making sure they can be part of a family and have relationships.
 - Helping them to make positive choices about their lifestyle.

- To support people to **connect with their communities** by:
 - Developing and maintaining community links.
 - Helping them to connect with their family / whanau and friends.

- To undertake these responsibilities in line with the values, standards and principles of IHC by:
 - Maintaining respect, a positive attitude and professionalism in all actions
 - Using common sense and good judgement
 - Participating as a member of a team
 - Demonstrating understanding, openness and commitment to a common goal
 - Following IHC policies and principles and asking if unsure

Skills and Experience

- It is **essential** that all support workers:
- Have the ability to communicate effectively in both written and spoken English.
 - Are able to build effective relationships both within and outside the organisation.
 - Are comfortable using new Information Technology systems, or have a willingness to learn
 - Can work effectively and supportively as part of a team.
 - Have a basic level of physical fitness to ensure the Service User's personal care, personal development or desired lifestyle is not limited by the physical abilities of the Support Worker.
 - A commitment to respecting the rights of people with an intellectual disability and to supporting them to achieve their goals.
 - Respect for an individual's cultural background.
 - Capacity to problem solve and work independently.
 - Flexible attitude and a willingness to embrace change.

Qualifications

- It is **preferred (but not essential)** that all support workers have:
- Experience and / or a qualification in the Human Services field.
 - Experience working with people with an intellectual disability; and / or
 - Experience in community involvement and community networks.
- Pre-Employment check requirements -
- Have a full clean drivers licence
 - Pass a Police Check to employer satisfaction.
 - Pass a Health Assessment Pre-employment check (including Hepatitis B and drug screening as required by the position).

Types of Support Worker

The Support Worker role supports individuals and groups of people in their home, at work and in their community.

Examples of this support could be:

- Supporting young people and adults.
- Supporting people with age-related needs (e.g. transport training, help with homework).
- Supporting young people to transition to adulthood.
- Supporting and developing skills for young people and adults to access their community.
- Providing overnight support for people.
- Supporting people with personal and intimate care.
- Supporting a person to go to health appointments (e.g. doctor, dentist, podiatrist).
- Teaching a person the skills they need for work.
- Teaching skills needed for daily living.

Support Worker – Supported Living

Provides flexible support to an individual who lives in their own home to take a central role in decision making. The focus is on leading the person to use natural supports in the community.

Examples of this support could be:

- Acting as a link between people and services for which they need support e.g. budget advice, WINZ, etc.
- Supporting a person to develop and strengthen their social networks.
- Supporting a person to find suitable housing.
- Supporting a person who has a child to access community services like Plunket.

Support Worker – Care Recipient

IDEA Services provides a Regional Intellectual Disability Supported Accommodation Service (RIDSAS) and is contracted by the Ministry of Health to provide rehabilitation services for people with high and complex needs.

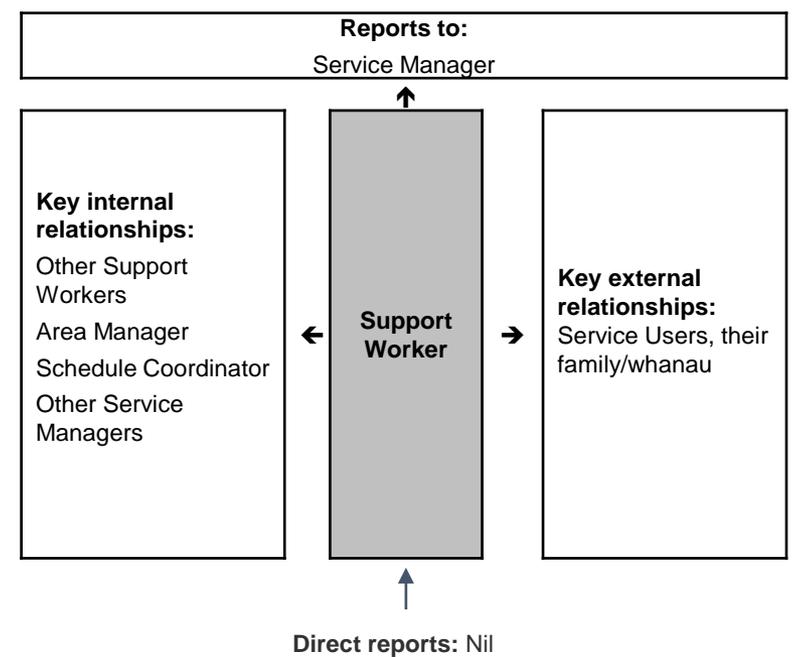
Those clients ordered by the court under the [Intellectual Disability \(Compulsory Care and Rehabilitation\) Act 2003](#) are known as Care Recipients.

The complexities of this group require the services to be flexible and responsive to the changing needs of people as they are supported through a rehabilitation pathway.

Examples of this support could be:

- The translation of therapeutic process into practice.
- To work within the requirements of a Court Order.
- To work in partnership to enhance rehabilitation opportunities.
- Contributing to discussion and activities that balance risk management and rehabilitation opportunities.

Support Worker

Personal Qualities		Values and Philosophy
Competency	Behaviour	
Written and Verbal Communication	<ul style="list-style-type: none"> • Able to communicate clearly and succinctly in a variety of communication settings and styles, and to a variety of audiences. • Can get messages across that have the desired effect. • Presents the message clearly / concisely and without ambiguity. • Considers visual presentation and layout with written communication. 	<ul style="list-style-type: none"> • An unequivocal commitment to respecting the rights of people with an intellectual disability. • A commitment to protecting and enhancing the reputation of IHC by behaving in a professional manner and continually working to improve the service provided. • A willingness to develop, coach and support staff to ensure their skill/knowledge base continues to grow. • A commitment to achieving best practice outcome.
Priority Setting	<ul style="list-style-type: none"> • Spends time on what is important. • Can quickly sense what will help or hinder in accomplishing a goal. • Eliminates roadblocks and creates focus. 	
Working Autonomously	<ul style="list-style-type: none"> • In most situations is able to perform to expected standards with little support / guidance. • An independent, self starter. • Anticipates work to be done without having to be told. The work identified is the right work and is completed in the correct way. • Resilience when faced with obstacles. 	
Quality Decisions	<ul style="list-style-type: none"> • Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement. • Sought out by others for advice and solutions. 	<h3>Key relationships</h3>  <p>Reports to: Service Manager</p> <p>Key internal relationships: Other Support Workers Area Manager Schedule Coordinator Other Service Managers</p> <p>Key external relationships: Service Users, their family/whanau</p> <p>Direct reports: Nil</p>
Approachability	<ul style="list-style-type: none"> • Is easy to approach and talk to. • Builds rapport well and is a good listener. • Ability to work collaboratively and to a common purpose. • Open-minded and receptive to other ideas. 	
Problem Solving	<ul style="list-style-type: none"> • Uses common sense, logic and analysis to identify the core issue causing the problem. • Probes all possible sources to identify a solution, looking beyond the obvious and not stopping at the first possible solution. • Uses all information gathered to identify the best solution to solve the problem, consulting with others as required but owning the problem until resolved. 	
Quality of Work Output	<ul style="list-style-type: none"> • Delivers quality work to the highest (or better) standard expected. • Work produced is almost error free with little need for work to be re-done. 	

OUR MISSION

IHC and IDEA Services will advocate for the rights, welfare and inclusion of all people with intellectual disabilities and support them to live satisfying lives in the community.

Empowering People

We seek to **empower the people we support** and the people we work with. We are proud to have established a culture of support, learning and opportunity.

Change Ready

We aim to be the leaders in our area of work in New Zealand. **We aim to be innovative, responsive and early adopters** of new ways of working so that we can be the best possible organisation for people.

Community Impact

Working at IDEA Services means **making a positive impact in the community** every day. The work that we do makes a difference to lives of individuals and families across the whole of New Zealand.



Sector Influence

The IHC Group is one of New Zealand's largest not-for-profits. We have the **ability and size to make real difference through policy influence** and drawing on our resources.

Culture of Celebration

At IDEA Services **we encourage celebrating our people**. Our leaders are committed to taking the time to celebrate our combined success in our daily activities. **We want people to be proud** to be a part of our organisation and the role that they play.

Quality

We will provide the **best possible experience** that is consistent in quality across the country and strives for excellence.

IDEA Services provides disability services to more than 4,000 people. IHC runs a series of community programmes funded by donations. Choices NZ provides coaching, learning and community connections. Accessible Properties manages more than 2,700 properties providing homes and tenancy services to people with disabilities, older people and those on low incomes.

IDEA Services is a service provider of the IHC Group.