

JOB DESCRIPTION

Position: Support Worker Intensive Support Services (ISS) Date prepared: May 2014 Reviewed: May 2021	Prepared By: General Manager Community & Specialist Services GM HR & HR Advisor
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Purpose of Position

To provide individualised support to clients with dual/intellectual disabilities (with high and complex needs), aimed at facilitating the development of a range of skills that promote community participation and successful entry to the mainstream labour market. This will involve identifying needs, setting goals, providing support, role-modelling, coaching and utilisation of demonstrable outcome measures.

To provide directly or to co-ordinate one-on-one and/or group support/training that assists an individual with high and complex needs to develop both interpersonal and pre-vocational skills that improves his/her quality of life and enables him/her to live within the community of their choice.

The work activities of the Intensive Support Worker are of a physical nature and may involve active participation in sports and restraint of clients. It is essential that support workers are physically fit and able to complete all activities of the role to ensure the health, safety and wellbeing of themselves, their colleagues and the clients attending the ISS day programmes.

Reports to	Senior Support Workers, Intensive Support Services – in the first instance
Functional relationships	<ul style="list-style-type: none"> • Senior Support Workers • Team Manager • Identified clients • Family/whanau • Ember employees • Health & Disability Agencies • Identified clinicians • Senior management • Potential employers • Residential providers & employee • Other external stakeholders
Authorities	Financial – to work within delegated budgets Employees - N/A

I have read and understood this version of my job description

Name: _____ Date: _____

Signature: _____



Key Result Area	Performance Standard	Performance Measure
Assessment, Goal Setting, Coaching and Linkage	Needs Assessment is carried out or ensure has been completed recently Individual programme plans for clients are developed in partnership with individuals	All clients need assessment are completed prior to the development of a programme plan Referrals and goal sets are in place for each client and are reviewed regularly.
Training, teaching and promotion	Develop & provide specific life skills and vocational training programmes. To provide disability awareness information when appropriate to clients and community service providers.	Liaison with team member/s responsible for overseeing programme development. Resource information is freely available at the centre and support is made available to interpret such information.
Team planning and coordination	Specific programmes are planned that reflect the learning needs of individuals and groups. Contributes to the maintenance of the team. Demonstrates Ember values in standard of practice.	Programmes managed, delivered and monitored for effectiveness Performance appraisals are completed as required
Administrative Duties	Collection of outputs and outcomes statistics Programme runs within budget; any expenditure needs to be approved in discussion with the Team Manager. Keeping records of clients who are involved in specific programmes. Programmes operate within Health and Safety requirements. Participation in all quality audits and surveys. The programme's equipment and buildings are maintained in good working order and secure. Fortnightly time sheets	Statistics of attendance to delivered programmes are collected and correct. Keeping records of expenditure and reporting on any variances. Written documentation is up to date for all case managed clients and client files are consistently maintained to a professional standard. Participates on ongoing Health and Safety developments. No breaches of legislation related to privacy and confidentiality are identified. All surveys and audits are completed on time. Timesheets completed at specified time each fortnight.
Organisational /Team Development	Attendance and contribution to meetings: - Full Employee meeting - Weekly team meeting - Monthly sector meeting Contribute to committees/ working parties and working papers.	Participates by contributing constructively at meetings Demonstrates active involvement and participation at appropriate venues.

Professional Development	<p>Performance Developmental plan developed.</p> <p>Attends compulsory training outlined in the policy manual.</p>	<p>Training aligns with strategic plan, organisational goals and values.</p> <p>Recorded attendance.</p>
Facilitating client entry into the mainstream work force.	The Support Worker supports the client towards growth and development in the fulfilment of individual career related or personal development goals and objectives.	<p>Service Action Plans completed.</p> <p>Client acknowledgment of increased job seeking competencies and skills that enable community participation</p> <p>Client placement into paid employment</p>
On-going improvement in the client's quality of employment and training experiences	The Support Worker establishes a pro-active, open and ongoing liaison with: potential employers, SAH MH services, and community resources.	Early intervention, observation, and demonstration of knowledge in order to provide quick and appropriate solutions/actions
On-going improvement in the client's relationships with people in his/her employment / training environment	The Support Worker facilitates the process and establishment of positive relationships in the workplace.	<p>The Support Worker is able to coach and act as a role model.</p> <p>Communicates with clients using a wide range of communicating strategies</p>
Meeting Ember's expectations	<p>The Support Worker understands and follows the policy and procedures of Ember.</p> <p>Undertakes ongoing personal and professional development and training</p> <p>Undertakes regular ongoing supervision</p> <p>Operates within the parameters of the Treaty of Waitangi in observance of cultural safety protocols.</p>	<p>Adherence to Ember's Performance Standards.</p> <p>Adherence to ISS procedures book.</p> <p>Observes and role models Ember's values</p> <p>Completion of developmental plan within 3 months of commencement of position in consultation with their Team Manager/General Manager.</p> <p>Regular attendance at supervision as required</p> <p>Delivery of culturally safe service</p>

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as a list of all responsibilities, duties and skills required of the position and the incumbent.

Key Competencies/Skills

Skills:

- Working with disabled people
- Working with Maori
- Working with Families and Whanau
- Working within Communities
- Challenging Stigma and Discrimination
- Upholding Law, Policy and Practice
- Maintaining Professional and Personal Development


Personal Attributes:

- Compassionate & Caring: sensitive and empathetic
- Genuine: warm, friendly, fun, have aroha and a sense of humour
- Non-judgmental: non-discriminatory, welcomes diversity
- Open-minded: culturally aware, self-aware, innovative, creative and positive risk takers
- Optimistic: positive, encouraging and enthusiastic
- Patient: tolerant and flexible
- Professional: accountable, reliable and responsible
- Resilient
- Supportive: validating, empowering and accepting
- Understanding

Role-models and upholds key Ember Values:

- Whakapono
- Tino Rangatiratanga
- Kotahitanga
- Kia Pono, Kia Tika

- We love what we do.
- We believe in the potential of people and work together to achieve it.
- We keep it real.

 <p>ember KOROWAI TAKITINI</p>	<p>HR-16 – Hazard Register and Management Controls</p>
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All work roles have inherent hazards associated with them. The roles that you will be involved in at Ember Services Limited are no exception. As an employer, Ember is required by law to manage such hazards.

Possible hazards associated with your role are listed in this document, together with measures which have been designed to ensure your Health, Safety and Wellbeing (OHS)

The listed “management control” measures include various equipment, processes, policies and/or approved procedures.

All employees are expected and required to follow the established controls.

In addition to the above, all work areas have processes in place to identify hazards specific to that area. Your site OHS representative/s are trained and will be able to assist you with any OHS issue.



Role/Task/Position	Hazard	Possible Outcome	Controls in place to Manage
VDU users (all employees)	Overuse and/or ergonomics	Strain Injury	Minimize by: <ul style="list-style-type: none"> • Workstation assessment, equipment and setup • VDU Training • Manually varying tasks • Taking regular breaks away from computer or task
Manual handling/lifting	Excess weight	Strain	Minimize by: <ul style="list-style-type: none"> • Back Care training • Utilizing appropriate services • Use of trolleys • Ask others for help/assistance
Working with public and consumers	Unwell/stressed consumers and families	Verbal Abuse, Violence/aggression Stress	Minimize by: <ul style="list-style-type: none"> • Attend appropriate training • Utilize team-based processes • Supervision • Debriefs • Be familiar with procedures for dealing with violence (security, police)
Working with public and consumers (all support worker)	Unwell (infectious people)	Infectious Disease	Minimize by: <ul style="list-style-type: none"> • Infection control training appropriate to area – local procedures • Utilizing Personal Protective Equipment (PPE) • Paid sick leave and Return to Work programme & Vaccination programmes
Working with public in the community	Isolation/lack of support	Poor outcomes, stress, potential injury	Minimize by: <ul style="list-style-type: none"> • Safety in the Community Policy – alert to danger cards • Local procedures (e.g. cell phones, access to consultation) • Team based reviews, risk management plans • Employee Assistance Programme (Benestar counselling/support) • Regular supervision with Manager
Driving for work – company vehicles (All Employees)	Usual traffic hazards	Breakdown/injury	Minimize by: <ul style="list-style-type: none"> • Current driver's license/NZTA Driver Check • Vehicle maintenance/e-learning training • Plan journeys and allow time for travel • Driver responsibility • Insurance/roadside rescue

Role/Task/Position	Hazard	Possible Outcome	Controls in place to Manage
All Employees	Slips and falls	Potential Injury	Eliminate / or minimize by: <ul style="list-style-type: none"> All employees are required to clean up a spill or remove an unsafe obstacle Report hazard to Manager or OHS Rep Use of provided 'Spill Kit'.
All Employees	Long hours Lack of training/support Bullying Harassment	Stress	Minimize by: <ul style="list-style-type: none"> Report hazards, alert direct Manager, attend regular supervision Regular meetings and appropriate training Employee Assistance Programme (Stratos counselling/support) Utilising own GP Harassment Policy/Officers Having regular leave for rest and relaxation.
All Employees	Machinery/electrical appliances	Potential Injury Lack of service	Minimize by: <ul style="list-style-type: none"> Regular maintenance / checklist Utilizing appropriate support services Report hazard to Manager or OHS Rep
All Employees	Chemicals (very limited)	Exposure/Injury	Minimize and/or Eliminate by: <ul style="list-style-type: none"> Clearly labelled and correctly stored Accompanying Safety Data Sheet (S.D.S) / manufacturer's instructions Training Purchase and use of non-toxic cleaning materials
UV Exposure (All involved in outdoor activities)	Sunburn Sun Stroke	Skin damage Skin cancer	Eliminate by: <ul style="list-style-type: none"> Use of Sunscreen, hats & suitable clothing Shaded areas / Sun Protection Policy Training, information and guidance