



POSITION DESCRIPTION

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

Position: Care Worker – New Team Member

Responsible to: Manager of the Home
Registered Nurse
Team Leader
Carer Support

Responsible for: Resident Cares.
Domestic and housekeeping duties as required.

Purpose: To provide quality elementary care-giving support to Residents in the facility.

Key Qualifications or Experience:

- Interest or experience in care of the elderly.
- Some relevant training in care of people.

Hours: Rostered Duties from Monday – Sunday
Mornings, afternoons and nights

Key Tasks

1.0 Respect and dignity

Performance Expectations:

- (a) Treat all Residents and their visitors with dignity and respect, and ensure Residents feel that they are living in their own home.
- (b) Ensure Residents are held in high regard.

Successfully Demonstrated by:

- Contributing to a cheerful homelike environment.
- Understanding what a Resident driven environment is and demonstrating that the Residents are the Home Owners.
- Helping and supporting Residents by providing them with service that meets or exceeds their expectations.
- Interacting with Residents and families in a manner that is respectful, patient, tolerant and understanding.
- Having an awareness of the aging process and the intellectual and physical disabilities that arise as a result of aging.
- Understanding and is considerate of Spiritual and cultural beliefs and needs.

2.0 High quality and standard of support for all Residents

Performance Expectations:

- (a) Assists to provide a quality standard of support for all Residents.
- (b) Begins an understanding of the quality process and seeks to apply best practice when working with each Resident
- (c) Work performance is to a high standard as outlined below.

Successfully Demonstrated by:

- Complying with the health and care needs specified in the Resident's support plan with the appropriate observations.
- Activities Programme – demonstrating active interest and attendance. Encouraging social interaction and attendance of Residents at activities and interests programmes.
- Completing behaviour charts as required by the support plan.
- Learning and utilising current best practice techniques which include seeking assistance from others in the team as necessary.
- Attending report/handover.
- Carrying and using the Resident requirements (task card).
- Providing support and assistance as required to meet the support plan.
- Performing the following cares in a way that maintains Resident dignity and respects personal values/preferences:
 - Resident Hygiene/grooming.
 - Continence – urinary and faecal.
 - Mobility – positioning in bed and chair, standing, walking.
 - Sleep – settling preferences. Ensure daily sleep/rest requirements are met.
 - Social and behavioural needs.

- Assisting with food and fluids.
- Beginning to observe and record Resident's input and output in the notes/chart provided, demonstrating an understanding of the process.
- Following the toileting programme and demonstrating competent and efficient use of all products associated with toileting programme management.
- Demonstrating competent use and maintenance of Residents' aids and appliances e.g. faulty hearing aid.
- Learning to carry out the following tasks:
 - Pain management – to carry out the appropriate measures to ensure Residents are comfortable at all times e.g. position changing, asking for medication.
 - Skin management – reporting change and following instructions.

3.0 Effective team relationships

Performance Expectations:

- (a) Establish effective relationships with Team Members to assist in identifying areas for personal/professional development.
- (b) Utilise opportunities for personal/professional development.

Successfully Demonstrated by:

- Sharing and supporting others in attainment of team goals.
- Establishing and maintaining relationships with people at all levels, putting others at ease.
- Attending compulsory education sessions.
- Identifying areas of learning and willingness to further opportunities for education and development.
- Identifying further development interests e.g. infection control, quality team member.

4.0 Policy compliance

Performance Expectations:

- (a) Ensure compliance with all Presbyterian Support Southland/Enliven policies.

Successfully Demonstrated by:

- Complying with all policies including:
 - Infection control
 - Medications
 - Health and safety
 - Transferring and hoist use
- Being aware of your own limitations and when you require assistance/support that you ask for help.
- Demonstrating a willingness to develop a working knowledge of Presbyterian Support Southland/Enliven policies in basic care provision (Resident Care Manual).
- Being responsible for ensuring all aspects of the policies are followed to ensure the provision of a resident driven environment.

5.0 Health and safety

Performance Expectations:

- (a) Perform in accordance with the Health and Safety at Work Act 2015.

Successfully Demonstrated by:

- To understand and meet your personal obligations under the Health and Safety at Work Act 2015..
- To understand importance of and be able to complete incident reports.
- To be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out.
- Demonstrate an adequate knowledge of Health and Safety requirements as a team member.
- Ensure all new hazards are identified and reported and ensure all hazard controls are maintained and adhered to.
- Adhere to all Health and Safety policies and procedures implemented by the Company

6.0 Time and resource management

Performance Expectations:

- (a) Work to manage your own time and resources in a “resident driven” environment.

Successfully Demonstrated by:

- Explaining what is meant by a ‘resident driven environment’.
- Learning to appropriately use all Presbyterian Support Southland/Enliven resources which include staff time as well as equipment and aids.
 - *A guideline to assist in the efficient use of own time is given in the Resident Requirements Task Card.*
- Ensuring you have completed the orientation handbook by week six and attended the six week and three month meetings with the designated staff member having identified your own strengths and weaknesses.
- Understanding duties lists and plans daily workload within Resident requirements. This information is found on the task cards.
- Performing duties in structured and methodical way ensuring all daily goals are met.

7.0 Professional communication

Performance Expectations:

- (a) Ensure that all communication both verbal and written is professional, open and honest.

Successfully Demonstrated by:

- Promoting open communication amongst all staff and Residents at all times.
- Ensuring written support notes are clear, dated, easily understood, do not contain your opinion and are signed with a legible signature followed by your position, Care worker or CW.

- Expressing and presenting information clearly both in writing and orally to ensure information is highlighted and prioritized, which will ensure a high quality of care.
- All conversations with Residents and their family are to be in a polite, friendly manner.
- Where appropriate, answering any questions that are asked about Resident support and well being, or refer to a senior staff member.
- Answering phone in warm and friendly way, with the facility name and your name.
- Polite and professional manner when speaking with all colleagues.

8.0 Other duties

Performance Expectations:

(a) Perform other such duties as may be reasonably required by the Manager.

Successfully Demonstrated by:

- Representing Enliven in a polite and professional manner at all times.
- Completing any other tasks or responsibilities reasonably delegated or assigned by the Manager.

I have read and understood this position description.

_____ (Position Holder)

_____ (Date)

_____ (Manager)

_____ (Date)

Skills and Behaviours

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

RESPECT MANAAKI

Respect for our heritage

COMPASSION AROHA

Compassion with empathy

FAMILY WHĀNAU WHĀNUI

Celebration of family

COMMUNITY IWI WHĀNUI/HĀPORI

Communities that make a difference

ACCOUNTABILITY WHAKATAU TIKA

Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

Communication

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a credible way that holds the audiences attention, including readers and in group and one-to-one situations.

Client Focus

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a cooperative, respectful manner with colleagues, clients and wider community.

Self Determination

Maintains a high level of drive with a positive attitude and enthusiasm toward hard work and meeting challenges.

Team Work

Working positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

Accountability

Takes personal responsibility and accountability for own work and performance. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

Self Improvement

Takes responsibility for own development and actively pursues learning and development opportunities.

Planning and Organising

Sets clear objectives, plans and organises work of self and team with defined action steps for achieving planned outcomes.

Problem Solving and Decision Making

Analyses problems, breaks into core parts, investigates, evaluates and generates appropriate solutions.

Agreed by:

_____ (Job holder's signature)

_____ (Facility Manager's signature)

_____ Date