



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 – Team Member

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

Responsible for: Resident support
Domestic and housekeeping duties as required

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

Key Qualifications and Experience:

- Previous training or experience in caregiving.
- Working in a caring role, that may or may not have been working with the elderly; previous role/s may include community care work.

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.

Successfully Demonstrated by:

- Being a Resident advocate and demonstrating this at all times.
- Contributing to a cheerful homelike environment.
- Understanding 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.
- Demonstrating awareness of the aging process and the intellectual and physical disabilities that arise as a result of aging.
- Understanding and is considerate of Spiritual beliefs and cultural needs, and are able to offer support and assistance as needed.

2.0 *High quality and standard of care for all Residents*

Performance Expectations:

- (a) Demonstrates the quality process and applies best practice support when working with each Resident, performing all work to a high standard.

Successfully Demonstrated by:

- Complying with the health and care needs specified in the Residents' support plan with the appropriate observations.
- Contributing to support plan updates.
- Utilising current best practice techniques, and is open to updating and developing skills as required.
- Active participating in report/handover.
- Carrying and using the Resident allocation area task cards.
- Contributing to the updates of the Resident allocation area task cards.
- Providing support and assistance to team members to ensure all areas of the support plan are completed within the allotted time frames.
- Performing the following supports in a way that maintains Resident dignity respecting their personal values/preferences, and ensuring Resident requests are met.
 - Resident hygiene/grooming.
 - Continence – urinary and faecal.
 - Mobility – positioning in bed and chair, standing, walking.
 - Sleep – settling preferences. Ensuring daily sleep/rest requirements are met.
 - Social and behavioural needs.

- Nutrition – food and fluids, being competent when providing food or assisting Residents to eat.
- Accurately observing and recording the Resident’s input and output in the notes/chart provided.
- Following the toileting programme and demonstrating competent and efficient use of all products associated with management of this.
- Demonstrating competency in the use and maintenance of Resident’s aids and appliances e.g. faulty hearing aid.
- Being competent in the following tasks:
 - Pain management - to ensure Residents are comfortable at all times, requesting medication as required.
 - Skin management reports, particularly if there are any breaks.

3.0 Promote Resident social interaction

Performance Expectations:

- (a) Encourages and ensures social interaction amongst Residents at all times such as meal times, planned activities.

Successfully Demonstrated by:

- Always treating Residents with dignity and respect.
- Knowing Residents by their preferred name – encouraging use of appropriate names at all times by whole team.
- Ensuring allocated Residents get to activities that they are interested in.
- Assisting by attendance at activities and recording attendance to planned activities or non attendance reasons in support plan.
- Activities Programme – demonstrating active interest and attendance. Encouraging social interaction.
- Requesting behaviour charts to be started as a result of challenging behaviour.
- Recording activity undertaken, level of participation and responses to activities in support notes.

4.0 Policy compliance

Performance Expectations:

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

Successfully Demonstrated by:

- Demonstrating understanding and compliance with all policies including:
 - Infection control
 - Medications
 - Health and safety
 - Transferring and Hoists use
- Encouraging other staff to follow policies outlined in the Resident Support Manual and Staff Handbook.
- Supporting senior staff in the distribution and checking of medications for Residents.

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

Successfully Demonstrated by:

- Ensuring appropriate use of all Presbyterian Support Southland/Enliven resources which includes staff time, equipment and aids.
- Utilising and contributing to the Resident allocation area task cards information updates.
- Ensuring information is appropriately communicated.
- Performing duties in a structured and methodical way ensuring all daily goals are met.

7.0 Effective team relationships

Performance Expectations:

- (a) Establishes relationships with members of the Team to assist in identifying areas for personal/professional development.
- (b) Utilises 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 limitations in own performance and working with colleagues and senior staff to minimise these.
- Identifying areas of learning and demonstrating willingness to develop further.

- Preparing for own annual performance appraisal by ensuring has attended the compulsory education components and other relevant training and that they are recorded on your training record.
- Identifying further development interests for self and team, e.g. infection control, quality team member.
- Undertaking basic medications training which includes the questions and supervised round. This needs to be renewed every two years.
- Being prepared to administer medications under the supervision of senior staff.

8.0 Professional communication

Performance Expectations:

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

Successfully Demonstrated by:

- Demonstrating and promoting open communication amongst all staff and Residents at all times.
- Being able to express and present information clearly both in writing and orally.
- 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.
- 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 a warm and friendly way, with the facility name and your name.
- Polite and professional manner when speaking with all colleagues.

9.0 Other duties

Performance Expectations:

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

Successfully Demonstrated by:

- Representing Presbyterian Support Southland/Enliven in 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 co-operative, respectful manner with colleagues, clients and wider community.

Self Determination

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

Team Work

Works 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