



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 – Experienced Team Member
- Responsible to:** Manager of the Home
Registered Nurse
Team Leader
- Responsible for:** Resident support
Domestic and housekeeping duties as required
- Purpose:** To provide quality care-giving support to Residents in the facility, and may undertake special responsibilities such as supervision of other support staff, or work as a Team Leader.
- Key Qualifications and Experience:**
- At least two to four years experience as a Care worker.
 - Previous Gerontological experience.
 - Completed a National Certificate in the Care of the Elder Person or an equivalent qualification.
 - Sound clinical skills including an understanding of health services and systems that are up-to-date with the current legislative environment.
- **Hours:** Rostered Duties from Monday – Sunday
Mornings, afternoons and nights

Key Tasks

1.0 High quality and standard of care for all Residents

Performance Expectations:

- (a) Ensures a quality standard of support for all Residents is maintained and that support occurs in accordance with support plans.
- (b) Applies best practice support when working with each Resident and performs all work to a high quality.
- (c) Contributes to and, if required, leads the team to ensure each Resident is supported as per support plan and duty lists.
- (d) Checks that Resident information is up-to-date at all times, and that any changes are communicated to the senior nurse on duty in the Resident's area.

Successfully Demonstrated by:

- Utilising current best practice techniques, and is open to updating and developing skills as required.
- Being prepared to lead the team from time to time to ensure each Resident is supported as per support plans and duty lists.
- Actively participating in report/handover.
- Assisting to ensure support that is provided for Residents is per plan and it is recorded to meet service specifications.
- Carrying and using the Resident allocations requirement information and ensuring that any significant changes are communicated to a senior staff member as required.
- Demonstrating competent use of continence and ostomy aids and appliances.
- Demonstrating the use and maintenance of Resident's aids and appliances e.g. faulty hearing aid.
- Understanding and is able to plan action to promote skin integrity.
- Being able to teach others in this area following the toileting programme and demonstrating competent and efficient use of all products associated with management of this.

2.0 Awareness of individual Resident needs

Performance Expectations:

- (a) Demonstrates awareness of the individual's needs and requirements and the importance of ensuring that these are met in consultation with the Resident and significant others.

Successfully Demonstrated by:

- Having a basic understanding of human growth and development.
- Assisting Residents to meet their personal support needs and activities of daily living.

- Assisting in promoting Residents' hydration and nutrition.
- Accurately observing and recording Resident's output as necessary.
- Continuing to develop knowledge of specific nutrition requirements.
- Being competent when assisting Residents to eat.
- Ensuring daily sleep/rest requirements are met.
- Providing pressure area support as necessary.
- Understanding and implementing Presbyterian Support Southland/Enliven Policies and Procedures around support planning and documentation.
- Activities Programme – demonstrating active interest and attendance, encouraging social interaction. Requesting behaviour charts are started as a result of challenging behaviour.
- Demonstrating competency in the use of maintenance of Resident's aids and appliances, e.g. hearing aid.
- Facilitating participation of Residents in activities and report involvement.
- Supporting maintenance of community networks, liaising with these as appropriate.
- Encouraging social interaction and assisting with monitoring behaviour patterns – utilising behaviour charts as required.
- Treating all Residents and their visitors with dignity and respect.
- Participating in the provision of a cheerful, homelike environment.
- Liaising with Residents' General Practitioners and other health professionals as required.
- Identifying training needs for self.

3.0 Administration of medication

Performance Expectations:

- (a) Medication is administered as required in accordance with Presbyterian Support Southland/Enliven policies and Ministry of Health Regulations.

Successfully Demonstrated by:

- Ensuring that has read, understood and signed Presbyterian Support Southland/Enliven policies and procedures.
- Demonstrating competence in the distribution of medications to Residents, including checking of controlled drugs with appropriate staff.

4.0 Policy compliance

Performance Expectations:

- (a) Ensures compliance with all Presbyterian Support Southland/Enliven policies.
- (b) Participates in ensuring all policies are followed to ensure the provision of a clean and secure home-like environment.

Successfully Demonstrated by:

- Demonstrating understanding and compliance with all Presbyterian Support Southland/Enliven policies including:
 - Infection control
 - Medications
 - Health and safety
 - Transferring and hoist use
- Undertaking training and is able to demonstrate a working knowledge of Presbyterian Support Southland/Enliven policies by achieving competencies in this area.
- Assisting to ensure domestic tasks are performed as required throughout the duty period according to cleaning plans and duty lists.
- Assisting other staff by sharing knowledge about policies in support provision (Resident Support manual).
- Participating in the regular review of policies in the areas of Resident support, health and safety and infection control.

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:

- 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 and clearly communicated.
- Performing duties in a structured and methodical way ensuring all daily goals are met.

7.0 Professional development

Performance Expectations:

- (a) Utilises on-going opportunities for personal/professional development.
- (b) Establishes relationships with members of the team to assist in identifying areas for personal/professional development.

Successfully Demonstrated by:

- Demonstrating willingness to further own education.
- Sharing and supporting others in attainment of team goals.
- Working towards establishing and maintaining relationships with people at all levels, putting others at ease.
- Attending compulsory and other planned education sessions.
- Identifying limitations in own performance and working with colleagues and senior staff to minimise these.
- Considering and, where appropriate, identifying further development interests for self and team, e.g. infection control, quality team member.
- Communicating clearly and well with colleagues.
- Not exceeding authority.
- Accepting accountability for own actions both professionally and as an employee and seeking advice as appropriate.

8.0 Professional communication

Performance Expectations:

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

Successfully Demonstrated by:

- Being aware of the boundaries and responsibilities of the Privacy Act.
- 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.
- 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 home 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