

Laura Fergusson Community



Position Description: Support Worker

Reporting to:	Manager, Consumer Care and Clinical Support – day to day work directed by Co-ordinator.
Location:	Wellington
Staff responsibility:	Nil
Effective date:	July 2014

Our Story

The Wellington Laura Fergusson Trust (LFT) provides residential, rehabilitative and recreational services to individuals with severe physical impairments from across the Wellington region.

LFT manages a 40 bed residential facility in Naenae and the permanent and temporary residents of this facility and their whānau are a core focus of LFT operations.

LFT prides itself on providing caring and consumer-centric services in a community setting.

Purpose of the Role

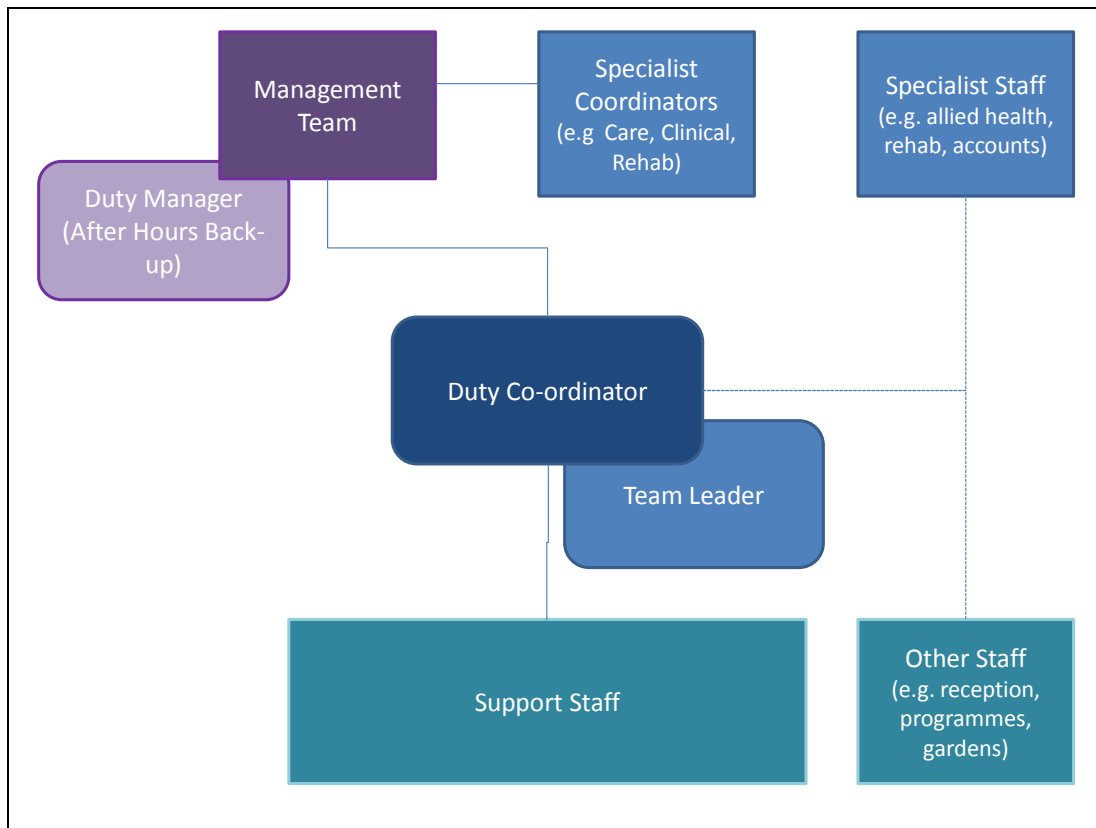
The Support Worker provides care, rehabilitation and support services to enhance consumers' lifestyle opportunities, promote their independence and facilitate community integration.

LFT supports consumers 24 hours a day, 7 days a week. The Support Worker is rostered to work shifts that include the following general hours: 7am to 3pm; 3pm to 10pm; night shift 10pm to 7am; rover shift 11am to 7pm. It is generally expected that over time full-time support staff will work a variety of shifts on various days of the week.

For each shift of work the Support Worker will be allocated responsibility for completing a specific set of cares and tasks.

Laura Fergusson Community

The following diagram shows how the Support Worker position relates to other LFT staff.



Key accountabilities

The Support Worker is responsible for:

1. completing the allocated care and task lists;
2. working with colleagues to ensure that quality support is provided to consumers;
3. reporting on the status of cares and tasks to the Duty Co-ordinator and completing any relevant administration (e.g. progress notes); and
4. ensuring any issues and risks are escalated appropriately.

Laura Fergusson Community

Responsibilities

KEY TASKS	EXPECTED RESULTS	PERFORMANCE MEASUREMENT
1. Personal Care Duties and Personal Development Plans.	<ul style="list-style-type: none"> • Provide personal cares to consumers as per their current care plan and to assist with medication management as appropriate under the direction of the Manager, Consumer Care and Clinical Support. • Support all therapeutic interventions as directed by the Manager, Programmes and Rehabilitative Services. • Promote independence and encourage consumers to develop their personal skills. • Liaise appropriately with whānau members. • With the assistance of the Programme and Rehabilitation Team, ensure consumers understand what is expected of them and complete tasks to the best of their ability. • Ensure all documentation is up to date and entered into File Vision and progress notes. 	<p>Consumers are supported individually to meet their own goals.</p> <p>There are regular reviews and training for support workers and consumers' plans are reviewed individually and responded to accordingly.</p> <p>Monitoring and surveillance checks are carried out according to guidelines, protocols and action plans provided by the Management Team.</p>
2. General Duties	<ul style="list-style-type: none"> • Carry out general duties as directed by the Management Team in order to provide a safe and healthy community environment and in accordance with the requirements of the Ministry of Health, Health and Disability Services (Safety) Act 2001. 	<p>There are regular reviews and training for support workers and consumers' plans are reviewed individually and responded to accordingly.</p> <p>Monitoring and surveillance checks are carried out according to guidelines, protocols and action plans provided by the Management Team.</p>
Generic LFT Employee Responsibilities		
<i>Quality and Safety</i>	<ul style="list-style-type: none"> • Assist the Management Team with quality measures as required • Continuous quality improvement 	<p>Monitoring and surveillance checks are carried out according to guidelines, protocols and action</p>

Laura Fergusson Community

	<ul style="list-style-type: none"> • Maintain workplace health and safety and to ensure all regulatory requirements are met. 	<p>plans provided by the Management Team.</p> <p>Health and Disability Standards and other audit tools are available for monitoring all areas.</p> <p>All OH&S standards and requirements are met</p>
<p><i>Uphold LFT's Philosophy & Values.</i></p>	<ul style="list-style-type: none"> • Work within LFT's philosophy, Mission statement and the Laura Fergusson Community Charter. • Communicate effectively and recognise cultural differences and requirements. 	<p>Measurement against standards, guidelines and policies</p> <p>Self-evaluation and staff appraisals.</p> <p>Accepts and gives feedback, peer review</p>

Laura Fergusson Community

Personal Specifications

Qualification

- Current First Aid Certificate – or willingness to obtain.
- Current CPI certification – or willingness to obtain.
- A full drivers' licence is preferable.

Experience

1. Practical experience of performing cares or providing personalised customer service.
2. Basic computing skills.
3. An understanding of disability issues and some awareness of the Code of Health and Disability Services Consumers' Rights.
4. A good work attendance record.

Personal qualities

- Good people skills with the ability to communicate well with people from a wide range of backgrounds.
- Positive attitude and availability to work additional/different shifts if required to fill absences of peers (including weekends and evenings).
- High-levels of personal and professional integrity, including a strong appreciation of the need to maintain staff and consumer confidentiality.
- Proven time management and organisation skills.
- Sensitive to cultural, health and disability needs.
- Openness to feedback from colleagues and consumers.

Laura Fergusson Community

Employment Conditions

The employment conditions of the Support Worker are specified in their substantive employment agreement. The Support Worker is entitled to paid meal breaks because they are expected to remain onsite and be available to attend to urgent matters (e.g. responding to consumers' emergency buzzers) during breaks.

The performance of the Support Worker will be reviewed annually as part of their overall performance appraisal.

I have read and understood the duties and responsibilities of the Support Worker role.

Employee's Name:

Date:

Signature: