

Job Description

Job Title:	Community Support Worker
Date:	February 2020
Responsible to:	Community Health and Wellbeing Manager (CH&WM)
Location:	Mental Health and Addiction Services, Rawene
Job Status (hours):	As negotiated

Background

Hauora Hokianga provides public health services under the governance of Hokianga Health Enterprise Trust. It is a comprehensive and fully integrated healthcare service, endeavouring to provide quality services for all the residents of Hokianga in accessible locations and at no cost at the point of need. This is an extended primary care model, providing step-up and step-down support to and from secondary services. The Hauora Hokianga model of healthcare is unusual in New Zealand, inheriting its foundation from the Hokianga Special Medical Area that was formed in 1941. Elements of the model have been variously described over the years as examples of socialised medicine, comprehensive care, integrated care, whānau ora, community development and integrated family health centre.

Hauora Hokianga is a smoke-free work environment.

Business Group

This work of the Community Health and Wellbeing Team is to provide holistic and whānau ora based care.

Primary care services are provided at clinics throughout the Hokianga, and supported by the Community Health and Wellbeing Team, including community health nurses and Kaimanaaki Tangata. Our community health nurses provide a broad range of nursing services including public health, district nursing, practice nursing and palliative care. The clinics are also supported by wrap around services in specialist nursing in diabetes care and management, cardiovascular rehabilitation, nurse practitioner and school services, along with mental health, maternity, health promotion, community development, whānau ora, healthy homes and locally based allied health services including home-based support services for the elderly, under-65s, and ACC clients.

Hauora Hokianga's vision describes our direction and defines the impact we intend to have. It provides the focus around which we organise ourselves and our activities. The ways in which we work are our values.

Background to the position

The Hauora Hokianga Community Support Work Service (CSW) operates within the context of an integrated health care system under the direction of the Community Health and Wellbeing Manager (CH&WM). This integration occurs both within the mental health team, primary and secondary mental

health services, and with the Hauora Health Services including in particular primary care, community nursing, and health promotion services. The mental health nursing service is operated by the Mid-North Mental Health (MNMH) team of Northland District Health. The CSW team works with Hokianga whaiora in liaison with this nursing team, and the Hauora Hokianga medical team.

Job Purpose

The primary responsibility of the Community Support Worker Service is to assist people with long-term disabling mental health illness to meet basic needs related to community living and self-management of their illness. People entering this service have the same basic needs as any other person, however due to the illness, secondary impacts of the disorder, and stigma associated with mental illness, these problems may require significant assistance in meeting their needs.

Key Goals

- To maintain the focus of the support work on whaiora with high support needs who receive assessment with the secondary care team.
- Assessing and planning with whaiora their support needs through focusing on their strengths, abilities, resources and how best to enhance these goals.
- Working collaboratively with whaiora to set and achieve goals of their choice, supporting them to develop skills, access resources, and develop independence and stay well.
- Encouraging and assisting whaiora to recognise, link and engage with community resources that best support their goals.
- Encouraging whaiora to engage with the clinical treatment team and recovery plans.
- To ensure that CSW input is culturally safe.
- To carry out the role in a manner that is informed by the National Mental Health Standards.

The requirements set out below are the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

Team Responsibilities

- At team meetings, receive and triage referrals from MNMH team and liaise with the MNMH team in respect of any concerns.
- Each CSW will assume responsibility for whaiora base as allocated within the team.
- Be cognisant with the day, to day operation of the Memorandum of Understanding between Hauora Hokianga and the MNMH team.
- Ensure that mental health education resources are on site for whaiora, whanau, staff and MNMH use.
- Co-ordinate support and tenancy for the supported accommodation in the Rawene Pensioner flats, liaising with FNDC administration staff about any issues or concerns.

Other Duties and Responsibilities

- Duties and responsibilities referred herein should not be construed as a complete and exhaustive list.
- Other duties may be allocated by the CH&WM in accord with the job objective, or the employee may request other responsibilities her / himself.

Key Relationships

All employees have a responsibility for managing relationships in some or all, of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

Functional Relationships	<ul style="list-style-type: none"> • Members of the Mid-North Mental Health Service. • Staff of the Hauora Hokianga primary mental health team. • Staff of Hauora Hokianga medical / clinical team. • Te Taumata. • Psychiatrists of the Mental Health Services of Northland District Health Board (NDHB). • Staff of Government agencies, for example: WINZ. • Staff of other mental health agencies and voluntary organisations.
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Person Specification

Education / qualifications

- National Certificate in Mental Health, Level 4.
- Experience in working with mental health whaiora in a community support role.
- Experience in working in a primary-secondary mental health interface.
- Smoking Cessation training.
- Competencies in addiction services.
- Ability to maintain whaiora confidentiality.
- Possesses a current, clean driver license.

Other qualifications

- Respects the social, cultural, and spiritual norms of whaiora.
- Knowledge of the impact of mental health and addiction issues upon Maori.
- Has credibility in the community.
- Practices the principles of Te Tiriti o Waitangi.

Experience, skills and knowledge

- Excellent interpersonal skills.
- Ability to be a good role model.
- Good communication skills.
- Flexible non-judgemental personality.
- Reliable.
- Commitment to empowering mental health / addictions whaiora to achieve their best.
- Ability to plan, organise and prioritise.
- Ability to teamwork.
- Ability to develop skills in others.
- Recognises need for documentation.
- Recognises need for clinical supervision by registered staff, multi-disciplinary team (MDT) and individual.

Role Specific

<i>Objective</i>	<i>Expected Outcome</i>
<p>Supporting Recovery for Primary and Secondary Whaiora:</p> <ul style="list-style-type: none"> • Consistently works to develop and promote independent living skills. • Consistently works to develop hope and self-esteem. • Consistently works to develop and promote social skills. • Facilitates appropriate family involvement. • Consistently work to develop / promote physical and mental self-care. • Facilitates access to the community. • Promotes employment and leisure skills. • Provides a role model for effective relationships including conflict resolution skills, collaboration, negotiation, organisation skills, problem solving skills and family relationships. • Promotes behavioural skills that enhance whaiora relationships with whanau and community. • Advocacy role, e.g. in areas of employment, housing, legal 	<ul style="list-style-type: none"> • Collaborative recovery focused assessments and plans are completed and reviewed with MNMH team for every whaiora as per Hauora Hokianga mental health whaiora pathway. • Plans document levels of support required and interventions to encourage whaiora to promote independent living, physical and mental wellbeing and if required maintain daily self-care. • Regular assessments document a positive trend for the whaiora towards recovery / independence to a level that can be sustained comfortably by the whaiora. • Evidence of a collaborative approach (whaiora, whanau, team, service) is in the care plans and general documentation. • Plans / records document whaiora are being actively encouraged and supported to link with their PHO provider for primary care, screening treatment and monitoring of physical health issues. • Whaiora in flats managed by Hauora Hokianga / FNDC are encouraged and supported to maintain the flats, share and maintain joint equipment, manage their financial responsibilities.
<p>Clinical Assessment:</p> <ul style="list-style-type: none"> • Ensures that care planning is based on an assessment developed collaboratively with whaiora and in consultation with team members. • Develop skills and understanding of mental illness. • Demonstrates and effectively uses assessment skills. 	<ul style="list-style-type: none"> • Records evidence joint cultural assessments with a clinician. • Care plans show evidence of mental health strengths-based assessment. • Documentation shows that any changes to mental state, or risks are reported to the relevant CH&WM in a timely manner. • Care plans evidence a collaborative approach with whaiora.

<p>Communication:</p> <ul style="list-style-type: none"> • Writes correspondence using appropriate language and grammar. • Uses internal communication systems. • Adapts communication style to meet the target group. • Understands and communicates using appropriate mental health language. 	<ul style="list-style-type: none"> • Documentation evidences appropriate use of communication and style. • Active participation in the multi-disciplinary team (MDT) evidence communication that is professional and appropriate. • There is evidence of a positive and cooperative attitude that contributes to team effectiveness and cohesion. • Open, honest, and friendly communications are maintained with whaiora, whanau and others.
<p>Teamwork:</p> <ul style="list-style-type: none"> • Collaborates with and informs other team members providing services to whaiora of involvement, achievements, concerns, and risks in regard to whaiora. • Actively participates in the MDT. • Shares, knowledge and learning. • Recognises the need for an integrated mental health team and service – works to support this concept. 	<ul style="list-style-type: none"> • Documentation evidences achievement of collaboration with other team members. • Makes regular joint visits with appropriate Hauora Hokianga and other team members to shared whaiora. • Presents assessments to the MDT. • Accepts advice from the MDT. • MDT participation shows commitment to integrated Mental Health framework • Whaiora records evidence support to ensure GP / PHO follow-ups.
<p>Professional Focus:</p> <ul style="list-style-type: none"> • Recognises individual team roles and responsibilities. • Maintains a positive approach to work and the team. • Accepts clinical direction from RNs in relation to whaiora under RN care. • Functions as a willing and supportive team member. • Attends all team meetings. • Is accountable, reliable and responsible. • Demonstrates and effectively uses personal planning skills. • Recognises need for ongoing skill development. • Avoid in engaging in behaviours that may harm whaiora or team outcomes. 	<ul style="list-style-type: none"> • Whaiora feedback demonstrates evidence of trust building and clear maintenance of professional roles and relationships. • Whaiora testing of roles and relationships with the support worker is reported to the CH&WM. • Evidence is provided by whaiora records, MDT inputs, and line supervision of professionally focused intervention with families. • Internal and external supervision is used to self-reflect and build awareness of professional practice issues. • Identifies areas of support required and advises CH&WM. • Ongoing personal and professional development is negotiated with CH&WM. • Opportunities are optimised to positively educate on issues of de-stigmatisation and anti-discrimination. • Positively promotes mental health services. • Acts to resolve concern / conflict with the team or process in a manner that respects individuals and / or team process. Involves the CH&WM if unable to find resolution in this manner.

<p>Quality:</p> <ul style="list-style-type: none"> Consistently takes a quality approach to the provision of whaiora assessment, support and team processes. 	<ul style="list-style-type: none"> Evidence of participation in quality activities Acts as a catalyst for new initiatives.
<p>Administration:</p> <ul style="list-style-type: none"> Monitor and report on whaiora health status. Consistently and accurately follows whaiora documentation processes. Consistently follows operational communication guidelines. Maintain relevant documentation on JADE database. 	<ul style="list-style-type: none"> Whaiora documentation systems and requirements are completed in a timely manner. Organisational administration systems are followed and documented as required. Whaiora records are up to date, accurate and appropriate.
<p>Health and Safety:</p> <ul style="list-style-type: none"> Consistently follows Hauora Hokianga health and safety guidelines in particular for home visits. 	<ul style="list-style-type: none"> The in / out board shows evidence of making other team members aware of whereabouts. Works to buddy with other CSWs and advises other team members / CH&WM so plans are known. Adheres to policy / procedures and mental health guidelines. Documents incidents as per policy. Potential hazards to threats to safety are identified and removed / reduced. Emergency procedures are known and used. Assistance is sought from CH&WM if clinical / cultural risks increase.

Core Hauora Hokianga Competencies

Hauora Hokianga has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Customer Focus:</p> <p>Provides excellent service to meet internal resident and external whaiora needs.</p> <p>Understands the needs of the resident / whaiora and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> Recognises the importance of valuing customers and provides excellent service to meet internal resident, external whaiora and stakeholder needs. Listens and proactively seeks to understand the expectations and needs of the resident/ whaiora. Ability to deliver effectively under pressure, expressing sound clinical judgment and maintaining excellent customer service, at all times. Looks for ways to provide added value. Proactively seeks resident, whaiora and stakeholder feedback. Fosters good relationships with residents, whaiora and stakeholders through consultation and partnership.

<p>Communication:</p> <p>Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language.</p> <p>Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> • Excellent communication skills, written and oral, with the ability to communicate clearly, concisely and in plain language. • Communicates in a professional manner with key stakeholders at all levels. • Actively listens and observes non-verbal cues to inform communication approach. • Positive attitude, a pleasant disposition, be innovative and creative. • Self-aware and approachable. • Represent the team to the wider community.
<p>Collaboration:</p> <p>Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.</p>	<ul style="list-style-type: none"> • Excellent influencing and persuading skills. • Treats others with respect and dignity. • Able to work effectively and independently as part of an MDT. • Supports others in the team and has consideration for their needs and skills. • Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.
<p>Continuous Improvement:</p> <p>Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> • Makes suggestions for improvements to current ways of working. • Routinely works to improve efficiency, the quality of clinical practice, and service delivery. • Keeps own skills up-to-date and continues to update and develop a depth and breadth of knowledge.
<p>Innovation:</p> <p>Identifies novel approaches for completing work more effectively or efficiently and works within the established system to push for a smarter, better way.</p>	<ul style="list-style-type: none"> • Works to develop new approaches when problem-solving; seeks ideas, input and suggestions from others as appropriate. • Suggests new ways to improve the quality of products or services – continuous improvement. • Identifies new ideas, solutions, or directions in dealing with daily situation.
<p>Action Orientation:</p> <p>Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> • Well-developed problem-solving skills, with the ability to develop pragmatic solutions with successful outcomes. • Sets realistic targets and achieves results, overcomes obstacles, accepts responsibility. • Establishes and applies appropriate standards and sets clear responsibilities. • Informs and supports a results-oriented environment and follows through on actions.

<p>Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.</p>	<ul style="list-style-type: none"> • Excellent organisational skills, prioritising and managing time in a fast paced / busy environment. • Provides work on time and to required standard. • Plans a wide range of simple tasks or a small number of complex ones. • Workload delivered within deadlines and to agreed standards. • Supports clearly structured orientation to new staff to engage well, enable good integration to the team, and enable effective, confident work practices.
<p>Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level-headed under pressure. Remains positive and puts challenges in perspective.</p>	<ul style="list-style-type: none"> • Reliable and flexible in response to work priorities, issues and pressures. • Agile and adaptable, with a positive outlook • Receptive and contributes to new ideas and approaches and adapts accordingly. • Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time, it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment – including changes to our annual plan. Such change may be initiated as necessary by the manager / people leader of this job and any changes will be discussed with the Job holder before being made.

This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review.

Performance and Appraisal Measures

- Sets realistic goals for own performance which are measurable by the expected outcomes of this job description.
- Assumes responsibility for acquiring knowledge and experience to meet set goals.
- Undertakes formal appraisal at three months and, if satisfactory, thereafter, annually.
- Plans for growth and undertakes change based on self-evaluation and personal appraisal with the Community Health and Wellbeing Manager.

Agreed:

	<i>Employee</i>	<i>Manager / People Leader</i>
Signature		
Date		