



Ph (09) 477 0338
Fax (09) 479 5353
PO Box 65 385
Mairangi Bay
Auckland 0754

POSITION TITLE: Community Support Worker
LOCATION: Various DHB Districts depending on the Team
REPORTS TO: Team Leader

PURPOSE:

The purpose of this role is to support the service users of Equip in their recovery from the symptoms and experiences associated with the onset of a major mental illness. We work with the Strengths Based Model of Practice, ensuring that we also act in accordance with the Tiriti o Waitangi and Equip's Philosophy.

This is achieved through the coordination of family/whānau support networks and clinical teams, management of resources, internal and external alliances, and using knowledge of Te Tiriti o Waitangi for the benefit of those receiving the service.

INTERNAL RELATIONSHIPS:

- Service users of Equip
- Service users' family/whānau
- Support Hours team leader
- Equip services staff, administration and management
- Equip kaumatua
- Equip specialist staff: Family Facilitator, Housing facilitator and Spirituality Coordinator

EXTERNAL RELATIONSHIPS:

- Staff and management of WPBC
- Relevant DHB services
- Relevant NGO services
- Relevant Government and community agencies

KEY ACCOUNTABILITIES:	KEY PERFORMANCE INDICATORS:
<p>1. Engages meaningfully and works in partnership with service users.</p>	<ul style="list-style-type: none"> • Establishes an effective connection and rapport with service users that allows ongoing assessment and recovery planning. • Uses appropriate (e.g. cultural and age) approaches and processes to work with service users. • Includes service users in all decisions about their service and treatment, and actively seeks feedback • Supports service users to meet their urgent needs with increasing reliance on self, natural supports and mainstream support services. • Actively supports service users in the use of problem solving.
<p>2. Focuses on service user's strengths to support recovery.</p>	<ul style="list-style-type: none"> • Service users have current Strengths Assessments and Personal plans that are being actively worked with. • Strengths Assessments demonstrate that they are designed in partnership with and signed by service users and family/whānau (where consent is in place). • Personal Plans demonstrate that they are designed in partnership with and signed by service users and family/whānau (where consent is in place).
<p>3. Coordinates and ensures all processes, documentation and recovery plans are accurate, comprehensive and current for each service user.</p>	<ul style="list-style-type: none"> • Service user files are accurate, current and meet all the requirements of Equip policies. • All practice consistently meets National Health and Disability Sector Standards, contractual requirements and best practice guidelines.
<p>4. Actively monitors service users' mental health with regard to any signs of deterioration and acts appropriately in working with these issues.</p>	<ul style="list-style-type: none"> • All service users will have a current relapse prevention plan. • Relapse plans are designed collaboratively with service users, family/whānau (where consent is in place) and clinical teams. • Relapse prevention plans are actively followed during periods of deteriorating mental health. • Actively communicates with clinical teams/GPs and other agreed supporters during periods of deteriorating mental health. • Reviews relapse prevention plans following periods of deteriorating mental health or at other times as appropriate.

<p>5. Works effectively with Māori and contributes to whānau ora.</p>	<ul style="list-style-type: none"> • Demonstrates knowledge and respect of Māori customs and protocols. • Attends and demonstrates understanding of Te Tiriti o Waitangi training. • Attends training in and demonstrates understanding in Māori perspectives and models of health. • Demonstrates respect and knowledge of traditional Māori healing practises and supports service users in their goals to access these services.
<p>6. Develop and maintains culturally safe practice.</p>	<ul style="list-style-type: none"> • Actively seeks training to increase cultural knowledge. • Seeks and uses culturally appropriate resources within Equip, service user family/whānau, relevant DHBs and the community.
<p>7. Encourages and supports families/whānau to participate in the recovery of service users. Ensures that families/whānau have access to information, education and support.</p>	<ul style="list-style-type: none"> • Demonstrates an understanding of whānau in the inclusion of extended family and friends. • Service users have identified next of kin. • Service users have identified family/whānau supporters (and consent is in place to work with these), or goals to develop these. • Where service user consent is in place appropriate regular contact occurs with families/whānau and this is accurately recorded. • Families/whānau are offered support appropriate to their personal situation (for example Caring For Carers groups). • Where service user consent is in place families/whānau contribute to and review Strengths Assessments. • Where service user consent is in place families/whānau contribute to, review and sign relapse prevention plans. • Where consent is not in place work with the service user to recognise the value of and build family/whānau support.
<p>8. Establishes and maintains effective relationships with DHB clinical staff.</p>	<ul style="list-style-type: none"> • Regular communication with DHB clinical teams occurs. • Service user plans demonstrate shared planning with DHB services has occurred. • Copies of service user plans are provided to DHB key-workers. • Actively promotes the Support Worker role

	<p>with DHB clinical teams.</p> <ul style="list-style-type: none"> • Maintains role boundaries with DHB clinical teams.
9. Works effectively with the wider community.	<ul style="list-style-type: none"> • Supports service users in accessing mainstream (non-mental health) community services. • Demonstrates knowledge of the mental health sector and uses this in the supporting of service users and family/whānau. • Demonstrates knowledge of other agencies and services and uses this in the supporting of service users and family/whānau. • Takes opportunities to promote mental health and de-stigmatisation.
10. Challenges stigma and discrimination.	<ul style="list-style-type: none"> • Understands the impact of stigma and discrimination on service users and family/whānau. • Recognises when stigma and discrimination are occurring. • Demonstrates the ability to challenge stigma and discrimination.
11. Works within New Zealand laws, standards and Equip policies.	<ul style="list-style-type: none"> • Adheres to legislation, regulations, standards, and codes relevant to role. • Recognises and supports the rights of service users and their families/whānau under the Code of Health and Disability Service Consumer's Rights. • Adheres to Equip policies and procedures. • Is aware and participates in Equip policy review.
12. Maintains professional and personal development.	<ul style="list-style-type: none"> • Works effectively and cohesively as part of a team. • Demonstrates effective written and verbal communication skills. • Gathers and uses information to inform decisions relevant to the role. • Attends and actively participates in all training and supervision sessions. • Reflects on own practice during supervision. • Actively seeks and takes up learning opportunities. • Demonstrates effective time management skills.

<p>13. Complies with all Equip's policies, procedures and processes at all times.</p>	<ul style="list-style-type: none"> • Equip induction is fully completed and signed as completed. • Actively participates in all training in and reviews of policy, procedure and processes. • All communications and activities follow Equip policies.
<p>14. Complies with all relevant Health and Safety (HS) legislation and policy.</p>	<ul style="list-style-type: none"> • Completes Equip Health and Safety induction and signs as completed. • Identifies and acts to resolve Health and Safety issues as per Equip policy. • Actively participates in all training in and reviews of Health and Safety policy, procedure and processes.
<p>15. Works flexibly within Equip.</p>	<ul style="list-style-type: none"> • Demonstrates flexibility, willingness and ability to undertake other appropriate duties.

PERSON SPECIFICATION:

Attitudes

- Caring and compassionate.
- Genuine and honest in all interactions.
- Non-judgemental and open-minded.
- Patient.
- Professional in all tasks and interactions.
- Resilient.
- Supportive and understanding.

Knowledge and Experience

- Minimum Level 4 Mental Health qualification or similar, or currently studying towards this.
- Sound understanding of mental health and the mental health sector.
- Recognises the importance of the Treaty of Waitangi and bi-culturalism in mental health.
- Knowledge of community resources.

Skills & Abilities

- Able to be an active participant within the philosophy of Equip.
- Work compatibly within an organisation that maintains a Christian philosophical framework.
- Interpersonal skills - ability to engage with and build rapport with service users, family/whānau
- Pro-active in engaging with and accessing community resources – must be able to build knowledge of what is around/available and how it can be accessed.
- Able to identify the cause of problems and develop strategies to resolve them.
- Strong computer and information technology skills.
- Ability to work autonomously and as part of a team.
- Flexibility – ability to work with various people recognising the unique circumstances of each individual.
- Strong communication and negotiation skills.
- Administrative skills.
- Well developed time management skills.
- Full, current New Zealand driver's licence.

—

Signed by Employee

Dated this _____ day of _____ 20__