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**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"> <li>• Establishes an effective connection and rapport with service users that allows ongoing assessment and recovery planning.</li> <li>• Uses appropriate (e.g. cultural and age) approaches and processes to work with service users.</li> <li>• Includes service users in all decisions about their service and treatment, and actively seeks feedback</li> <li>• Supports service users to meet their urgent needs with increasing reliance on self, natural supports and mainstream support services.</li> <li>• Actively supports service users in the use of problem solving.</li> </ul>
<p>2. Focuses on service user's strengths to support recovery.</p>	<ul style="list-style-type: none"> <li>• Service users have current Strengths Assessments and Personal plans that are being actively worked with.</li> <li>• Strengths Assessments demonstrate that they are designed in partnership with and signed by service users and family/whānau (where consent is in place).</li> <li>• Personal Plans demonstrate that they are designed in partnership with and signed by service users and family/whānau (where consent is in place).</li> </ul>
<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"> <li>• Service user electronic files are accurate, current and meet all the requirements of Equip policies.</li> <li>• Service user paper files are accurate, current and meet all the requirements of Equip policies.</li> <li>• All practice consistently meets National Health and Disability Sector Standards, contractual requirements and best practice guidelines.</li> </ul>
<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"> <li>• All service users will have a current relapse prevention plan.</li> <li>• Relapse plans are designed collaboratively with service users, family/whānau (where consent is in place) and clinical teams.</li> <li>• Relapse prevention plans are actively followed during periods of deteriorating mental health.</li> <li>• Actively communicates with clinical teams/GPs and other agreed supporters</li> </ul>

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

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

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

## 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.

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Signed by Employee

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2016