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| **UNIT/TEAMS** | **Frontline, MASH Services**  |
| **REPORTS TO** | Service Manager |
| **BUSINESS GROUP PURPOSE** | MASH Trust delivers a range of client-oriented support through housing, community support services, social networking hubs and specialised services across the Central Region for people living with disabilities, including specialist services for those with mental health and addiction recovery needs. MASH Trust engages with the people we support to co-develop, facilitate and actively promote their life goals by attending to their social, mental, spiritual, and physical health, and to work with their whānau and communities.MASH’s vision is to be an “influencing and sustainable organisation of substance, that responds to and develops people within our communities and within our team”. |
| **ROLE PURPOSE** | This role collaborates with the people we support. Its focus is to enable person-centred goals for a good life, as expressed in their personal plan, and to provide support and care to achieve this. The role encourages the people we support to fully participate in all aspects of daily life. It supports a quality home environment, including the modelling of responsible interactions and the principles of Enabling Good Lives.Support Workers are expected to function in accordance with the Treaty of Waitangi and to engage in professional development including NZQA-linked qualifications and attend at MASH staff development workshops. Support Workers are also expected to contribute to policy and procedure reviews, planning and quality initiatives, and continuous quality improvement and risk management. |

MASH TRUST MISSION

*Working together to achieve great lives.*

OUR VALUES

**Relationships** Build open relationships based on honesty and respect.

**Communication** Communicate with an open mind and heart.

**Mana** Recognise and promote the mana and strengths of the individual.

**Opportunities** Take opportunities to learn and grow together.

**Believe**  Believe that together we will make a difference.

**Fun** Make fun a goal.

KEY RESULT AREAS

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| KEYRESPONSIBILITIES | SUMMARY OF OUTCOMES |
| The people we support: Provide safe, person-centred support which is consistent with MASH policy and values, and within legal and ethical frameworks.Enable Good Lives for the people we support by gathering information to assist with making informed decisions and person-centred plans with a focus on their voices and choices.Enable the participation of all people we support in vocational and recreational pursuits, at their discretion, while fostering constructive involvement and person-centred approach.Provide opportunity for people we support to participate in vocational training, supported employment and interests according to their support plans and choices.Enable people we support to participate in leisure activities, sports, recreational, and community activities according to their individual support plans.Assist in implementing and reviewing behavioural management programmes where these are applicable (i.e., for non-verbal people we support)Attend staff meetings to ensure consistent support and participate in team discussions and making choices.Alert as appropriate the Home Service Coordinator, Service Manager or Registered Nurse on Call to any concerns regarding the safety and wellbeing of people we support. | Care and support meet MASH policy and value expectations, health and disability sector standards and is in accordance with the Health and Disability Commissioner’s Code of Rights.Person-centred support plans are in place and followed. Reviews are undertaken as necessary (yearly as a minimum), and Support Workers contribute to this.The people we support are positively encouraged to engage in community and leisure activities that support their development and enrich their lives.The people we support are living their best possible lives. All programmes are followed correctly to protect the health, safety, and wellbeing of the people we support, to calculate and take risks, and to learn where appropriate.Behaviour is managed according to their person-centred plans in all cases where behavioural management is an identified (such as contractual) requirement. Attendance at team meetings is maintained and input is constructive.Proactive, timely interventions and collaborative problem solving occurs to avoid potential risks, and to resolve issues early. Plan reviews and communications to effect changes are undertaken without delay.All incidents and concerns are reported and resolved within timeframes and to prescribed standards. |
| Activities of Daily Living:Ensure the physical environment is clean, tidy and hygienic.Enable the people we support to engage with preparing menus and cooking meals.Ensure adequate food and household supplies are available. Encourage people we support to participate with household shopping where it is part of their person-centred plan.Provide assistance when necessary to the people we support, including but not limited to showering/bathing, shaving, toileting, dressing, feeding and medication administration. | Environments e.g., the residence is clean and tidy.Nutritious meals are prepared according to menu planning.Daily activities are coordinated.The appearance of the people we support reflects high personal hygiene standards.Medication is administered strictly in accordance with policy and procedures. |
| Documentation:Ensure that all people we supports’ information is recorded accurately and completely, and end of month statistics are completed and sent.Ensure daily notes, are checked, and completed accurately and neatly. | Documentation is accurate and up to date.All documentation is tidy, legible, and signed off.You liaise with other team members, providers, and stakeholders to ensure plans are followed, and reviewed when necessary. |
| **Health and Safety:**Accurately record and report all accidents/incidents/hazards.Actively participate in health, safety, and wellbeing activities, meetings, and relevant training.Ensure that the most appropriate safe method of work is chosen and take responsibility for knowing all hazards relative to specific sites and the control plans in place.Take a proactive approach to health, safety, and wellbeing, and take all practicable steps to ensure safety within the workplace. | Documentation (i.e., hazard register, site accident registers and incident reports) is accurate, timely, objective, and sufficient. This includes all near miss incidents. You seek advice and training if unfamiliar with procedures or equipment. You attend at house meetings unless on leave.Consider hazards or potential hazards before undertaking work. Knowledge is up to date.You adhere to MASH Trust Health, Safety and Wellbeing procedures and legal obligations. |
| Primary Support Worker Duties:Take responsibility for ensuring the file for the people we support under your care is up to date, tidy and accurate.People are supported to identify and work towards person-centred goals. | Files are tidy, up to date, and accurate. Person centred care and support is reflected in these records, and observable in your behaviour to the people we support.People we support articulate that they have specific objectives that we are supporting to accomplish. |
| Medication:Complete medication training and certification. Revalidate annually.Administer medication according to the Policy and Procedure in strict detail. | Current certification.No medication errors.Report all medication errors and complete an incident report including any near miss incident. |

COMPETENCIES

* People focused
* Quality focused
* Flexibility – Shift work
* Teamwork
* Communication – written and oral
* Organisation and Time management
* Problem Solving
* Functional computer literacy
* Resilience

EXPERIENCE/QUALIFICATIONS

* No minimum entry qualifications are required but you are to be working towards New Zealand Certificate in Health and Wellbeing level 4 **or** hold a relevant equivalent qualification in a related field. Knowledge and understanding of / empathy for the people we support.
* The role requires a current First Aid Certificate. Mash Trust will provide full training to acquire this qualification within the first three months of employment.
* Full NZ Driver Licence preferred and be able to drive a passenger van.
* The role requires a current qualification in Management of Actual or Potential Aggression (MAPA). Mash Trust will provide full training to acquire this qualification within the first three months of employment).

Job Specific Knowledge and Skills:

* Commitment to achieve NZQA-linked qualifications and demonstrate on-job competencies.
* Collaboration, reflective learning, and teamwork skills.
* Enabling Good Lives Principles.
* Reliable and dependable in working rostered shifts.
* Demonstrated ability to build relationships with people of all ages and backgrounds.
* Demonstrated professionalism and integrity.
* An orientation towards /aptitude for role clarity and professional boundaries.
* Demonstrated problem-solving skills.
* Awareness of risk management, and financial understanding.
* Ability to engage in personal cares when required.
* Skilled in preparing nutritious and economical meals for approximately six people.
* Willingness to take on additional day-to-day tasks as required.
* Physically fit and able to support individual’s high needs.
* Ability to deescalate and manage complex behaviours.

KEY RELATIONSHIPS

Internal:

* Teammates (those on-shift, and in communications to support 24/7 delivery)
* Support Workers; in-team, and across cover staff, pool and temporary
* Lead Support Workers and SMEs
* Service Managers
* Service Coordinators

External:

* Health professionals and providers
* Community Health Teams
* Family/Whanau and Tangata Whenua