

## Job Description

### Community Support Worker

### Community Mental Health and Addictions Services

<b>Position Title:</b>	Community Support Worker
<b>Organisation Unit:</b>	Community Mental Health and Addictions Services
<b>Location:</b>	Whangarei, Te Whatu Ora – Health New Zealand Te Tai Tokerau, Northland
<b>Responsible to:</b>	Clinical Team Manager, Te Roopu Whitiara, Mental Health and Addictions Services, Te Whatu Ora Te Tai Tokerau
<b>Primary Functions of the Position:</b>	<p>To provide ongoing assessment and support, within a community setting, to a designated caseload of Service Users with mental health problems.</p> <p>To provide this care in a culturally appropriate and sensitive way, in accordance with the principles in Te Tiriti o Waitangi. It is expected that a comprehensive range of interventions will be provided that promote recovery and rehabilitation for Service Users.</p>

### Functional Relationships

The Community Support Worker will develop and maintain excellent relationships with:

Internal	External
<ul style="list-style-type: none"> <li>MHAS Clinical Team Members</li> <li>General Manager, MHAS</li> <li>Service Manager, MHAS</li> <li>Clinical Director</li> <li>Clinical Nurse Specialist/Responsible Clinician</li> <li>Consumer and Family Leads</li> <li>DAMHS for MHAS</li> <li>Professional Leads MHAS</li> <li>Mental Health Act Administrator</li> <li>Te Mana Karerea</li> <li>Patients and their families/ whanau</li> <li>Kaitakawaenga</li> </ul>	<ul style="list-style-type: none"> <li>Local Iwi and Hapu</li> <li>Tāngata whai ora /clients, whānau/families and significant others</li> <li>General Practitioners</li> <li>Community Agencies e.g. Primary Healthcare Organisations, Oranga Tamariki, Justice Services, New Zealand Police</li> <li>Northable Disability Services</li> <li>IDEA Services</li> </ul>

### Key Responsibilities and Expected Outcomes

Te Whatu Ora Te Tai Tokerau has established a set of values by which the organisation will respond, in part, to achieving its goals and objectives through their workforce. The following Values and supporting statements are expected behaviours of each individual employed with Te Whatu Ora Te Tai Tokerau:

Values	Supporting Statement
<b>Tāngata i te tuatahi</b> People First	He whakapapa, he mokopuna, he tamariki, he mātua, he tūpuna. He aha te mea nui. He tāngata, he tāngata, he tāngata Our people are central to all we do
<b>Whakaute (tuku mana)</b> Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
<b>Manaaki</b> Caring	Ko te manaaki – he whāngai, he kākahu, he ropiropi. Akona e te whānau whānui We nurture those around us, and treat all with dignity and compassion
<b>Whakawhitiwhiti Kōrero</b> Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te aroha We communicate openly, safely and with respect to promote clear understanding
<b>Te Hiranga</b> Excellence	Kia kaha, kia māia, kia manawa nui Our attitude of excellence inspires confidence and innovation

The position of Community Support Worker encompasses the following major functions or key result areas:

- Te Tiriti o Waitangi
- Communication
- Assessment/Continuity of Care
- Professional Development
- Professional Support
- Cultural safety and Diversity
- Utilise Information Technology
- Health and Safety
- Privacy & Confidentiality

The outcome requirements of the above key responsibility areas are outlined below:

Key Responsibility Area	Expected Outcomes
Te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Contribute to the promotion of the articles and principles of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for their health and independence, within Te Whatu Ora Te Tai Tokerau management processes and procedures</li> <li>• Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes</li> <li>• Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner</li> <li>• Attend the Te Whatu Ora Te Tai Tokerau Te Tiriti o Waitangi Training</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Establish, develop and maintain a supportive relationship with Service Users, their families/whanau and their support networks, recognising the diversity of people's culture and providing support that is culturally safe, sensitive and appropriate.</li> <li>• Responsible for effective collaboration with other professionals internally/externally.</li> <li>• Maintain privacy and confidentiality as per Privacy and Confidentiality Code.</li> </ul>
Assessment/Continuity of Care	<ul style="list-style-type: none"> <li>• Provide effective, measurable recovery focussed assessments and to continue to review and monitor their progress on a continuous basis.</li> <li>• Ensure all assessments and relevant clinical information is documented within the HCC clinical note system.</li> <li>• Identify education needs together with the Service User and his/her family/whanau.</li> <li>• Advocate on behalf of the Service User or his/her support networks where deemed appropriate in matters relating to: <ul style="list-style-type: none"> <li>• Service User rights;</li> <li>• Privacy and confidentiality</li> <li>• Benefits and accommodation issues</li> <li>• Issues of employment/training</li> </ul> </li> <li>• Ensure Service Users receive the appropriate medications as prescribed by their Doctor and delivered in blister packs: <ul style="list-style-type: none"> <li>• Monitoring of side effects;</li> <li>• Rehabilitation goals;</li> <li>• Liaison with and support access to other agencies/persons involved with the Service User</li> <li>• Referring to specialist treatment teams</li> <li>• Referring to specialist treatment teams;</li> </ul> </li> <li>• Monitor Early warning signs and refer back to Case Manager as required</li> <li>• Ensure Service Users have access to the education around their prescribed medications.</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• Responsible for clear and accurate documentation (as per Te Whatu Ora policy).</li> </ul>

Key Responsibility Area	Expected Outcomes
	<ul style="list-style-type: none"> <li>• Demonstrate accountability for own practice by:               <ul style="list-style-type: none"> <li>• Conducting oneself in a professional manner at all times;</li> <li>• Supporting the vision and values of Te Whatu Ora and adhering to clinical and organisation policies and guidelines.</li> </ul> </li> <li>• To be responsible for all aspects of own professional development including participation in:               <ul style="list-style-type: none"> <li>• Individual annual performance reviews;</li> <li>• Identifying own learning needs, and addressing ongoing personal participation in in- service training;</li> <li>• Service developments and quality initiatives.</li> </ul> </li> <li>• Actively contribute to the continuous quality improvement of the service particularly from a rehabilitation perspective.</li> </ul>
<p>Professional Support</p> <p><i>To contribute to the achievement of the Te Whatu Ora Vision and to practice within the values of the organisation and demonstrate accountability for professional development of self and others</i></p>	<ul style="list-style-type: none"> <li>• Practice in accordance with ethical guidelines and professional standards.</li> <li>• Participate in professional supervision and to have a current performance development plan. Participate in credentialing framework and peer review.</li> <li>• Together with Supervisor/Professional Leader/ Clinical Nurse Manager, identify learning goals and set objectives and strategies for achieving these within a specified timeframe</li> </ul>
<p>Cultural Safety and Diversity</p>	<ul style="list-style-type: none"> <li>• Application of cultural competencies within the HPCA Act 2003</li> <li>• Recognise Maori as Tangata Whenua</li> <li>• Understand the importance of equal opportunity to healthcare access and outcomes from that service. This may require differing levels and types of service provision.</li> <li>• Respect, sensitivity, cultural awareness is evident in interpersonal relationships.</li> <li>• Our cultural differences are acknowledged by respecting spiritual beliefs, cultural practices and lifestyle choices.</li> </ul>
<p>Utilise Information Technology</p>	<ul style="list-style-type: none"> <li>• Demonstrate ability to access and use available clinical information systems.</li> <li>• Is conversant with applications required for specific discipline/role. For example, i.PM, Concerto, Outlook, etc.</li> <li>• Maintains own professional development by attending relevant IT educational programmes.</li> </ul>
<p>Health &amp; Safety</p>	<ul style="list-style-type: none"> <li>• Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management</li> <li>• Willingly co-operate in the achievement of all health and safety goals and initiatives by:               <ul style="list-style-type: none"> <li>• Practicing and observing safe work methods;</li> <li>• The use of safety equipment;</li> <li>• Reporting unsafe conditions or equipment; and</li> <li>• Reporting and documenting all accidents or incidents</li> </ul> </li> </ul>

Key Responsibility Area	Expected Outcomes
Privacy and Confidentiality	<ul style="list-style-type: none"> <li>Undertake all duties and responsibilities in accordance with the Privacy Act 2020, Health Information Privacy Code 2020, and Privacy Policies and Procedures of Te Whatu Ora Te Tai Tokerau</li> <li>Complete mandatory induction training on Privacy responsibilities</li> </ul>

### Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of the position. Duties and responsibilities may be amended from time to time, in consultation with the employee, to meet any changing conditions and service requirements.

### Person Specification

#### Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> <li>A recovery focus and evidence from previous work history</li> <li>National Certificate in Mental Health Level 4</li> <li>Full New Zealand Driver's Licence</li> </ul>	<ul style="list-style-type: none"> <li>Support Work or Diploma/Degree in Social Work</li> <li>Diploma in Mental Health</li> </ul>

#### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>Comprehensive knowledge of mental illness and treatment interventions</li> <li>At least 2 years' experience in a community setting</li> <li>A commitment to Te Tiriti o Waitangi and awareness of cultural safety</li> <li>A commitment to multicultural practice</li> <li>Experience of 'risk' assessment and management</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience within a community mental health setting</li> <li>Demonstrate networks in Kaitiaki area</li> <li>Experience of crisis management</li> <li>Attended Te Tiriti o Waitangi workshops and/or training</li> <li>Knowledge of Mental Health Legislation</li> </ul>

#### Awareness and Understanding of

Essential	Desirable
<ul style="list-style-type: none"> <li>Te Tiriti o Waitangi and its application to the health setting</li> <li>Privacy Act (2020) and Health Information Privacy Code (2020)</li> <li>Health and Safety at Work Act 2015</li> </ul>	<ul style="list-style-type: none"> <li>Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996)</li> <li>New Zealand Council of Healthcare Standards</li> </ul>

## Skills & Personal Attributes

### Skills

Ability to assess:

- Social circumstances crisis situations and take action to resolve the situation
- High level of verbal and written communication skills including negotiation/collaboration and mediation skills
- Problem solving skills
- Basic level of Microsoft Office applications
- Needs assessment skills
- Familiar with a range of assessment tools

### Personal Attributes

- Recognise own boundaries and Professional dangerousness issues and know when to call on support or refer to specialist services

## Performance Development Review

An initial review of performance will be conducted after three months, with an annual review thereafter.

An individual Development Plan will be developed to reflect the contribution this position is expected to make towards achieving the team's objectives and measures. Key result areas will be developed and agreed at this time.

Authorised by: Samantha Parata  
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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: \_\_\_\_\_

Signature of employee: \_\_\_\_\_

Date: \_\_\_\_\_