

Job Description

Community Support Worker

Tu Kaha Sub Acute Unit, Mid North Mental Health and Addictions Services

Position Title:	Community Support Worker (CSW)
Organisation Unit:	Tu Kaha Sub Acute Unit Mental Health & Addictions Service (MHAS)
Location:	Kaikohe, Te Whatu Ora – Health New Zealand Te Tai Tokerau, Northland
Responsible to:	Clinical Team Manager, Mid North Mental Health and Addictions Services, Te Whatu Ora Te Tai Tokerau
Primary Functions of the Position:	<ul style="list-style-type: none"> To work in the residential Sub Acute Unit providing care, support and the best health outcomes to people under the direction/delegation of the Registered Nurse/ CSW Coordinator. To support people to achieve their goals developed in consultation with registered health professionals. To work with the team to support peoples health and wellbeing in order to reduce crises and inpatient admissions. To provide on going monitoring and support ensuring care is provided in a culturally appropriate and sensitive way demonstrating a commitment to the principles of Te Tiriti o Waitangi.

Functional Relationships

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

Internal	External
CSW Sub Acute Coordinator	Respite Services
Service Manager	Iwi and Hapu representatives
Clinical Team Manager	New Zealand Police
CSW Sub Acute	Work and Income New Zealand (WINZ)
MHAS Clinical Team members	Child Youth and Family Services (CYFS)
Crisis Team members	Non-Government Organisations
Respite Service Providers	General Practitioners
Consumer and Family Leads	
Mental Health Inpatient Unit team	

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
Tāngata i te tuatahi 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
Whakaute (tuku mana) Respect	He whakaaro nui ki ētahi atu We treat others as they would like to be treated
Manaaki 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
Whakawhitiwhiti Kōrero Communication	Whakawhitiwhiti kōrero i runga te tika, te pono me te aroha We communicate openly, safely and with respect to promote clear understanding
Te Hiranga 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
- Comprehensive range of support skills
- Linkages with the wider sector
- Working in a family/ whānau centric way
- Communication and teamwork
- Professional Development
- Privacy & Confidentiality
- Health and Safety

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"> • 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 • Include the articles and principles of Te Tiriti o Waitangi within all aspects of the role and its outcomes • Ensure that consultation and engagement processes include appropriate mechanisms to meet the need of Māori in a culturally appropriate and safe manner • Attend the Te Whatu Ora Te Tai Tokerau Te Tiriti o Waitangi Training

Key Responsibility Area	Expected Outcomes
Comprehensive Range of Support Skills	<ul style="list-style-type: none"> • To establish, develop and maintain a supportive relationship with people, their whānau /family and their support networks, recognising the diversity of people’s culture and providing support that is culturally safe, sensitive and appropriate. • To review and monitor peoples progress on a continuous basis. This would take into account mental state, stress levels, physical health and wellbeing, social needs, risk management, and rehabilitation needs. • To maintain privacy and confidentiality as per Privacy and Confidentiality Code. • To implement and review the individual care plans in consultation with the Mid North Mental Health Team and other members of the Sub Acute team, and in partnership with the people and their family/whānau in relation to: <ul style="list-style-type: none"> • Treatment aims/plan • Relapse prevention • Risk management • Support needs • Recovery goals • Skills acquisition and stress/anxiety management • To be responsible for monitoring and assessing treatment interventions while in Sub Acute service including: <ul style="list-style-type: none"> • Observation • Reporting on treatment progress • Monitoring of side effects • Liaison with, and support access to, other agencies/persons <ul style="list-style-type: none"> • Referring to specialist treatment teams • Family therapy • To demonstrate accountability for own practice by <ul style="list-style-type: none"> • Conducting oneself in a professional manner at all times • Upholding the Code of conduct policy of Te Whatu Ora • Supporting the vision and values of Te Whatu Ora, and adhering to all policies and guidelines. • Take responsibility for clear and accurate documentation (as per Te Whatu Ora policy)
Linkages with Wider Sector	<ul style="list-style-type: none"> • Responsible for effective collaboration with others internally/ externally. Regularly liaise with people’s key supports to ensure continuity of care and their needs are being met.

Key Responsibility Area	Expected Outcomes
Working in a family/ whānau centric way	<ul style="list-style-type: none"> • Identify education needs together with people and their family/ whānau to: <ul style="list-style-type: none"> • Provide accurate information on their illness in a way that they can understand • Provide information on available community services/resources/accommodation and rehabilitation facilities • Promote prevention of illness • Work with people and their family/ whānau in symptom recognition and relapse prevention to assist them in adapting to the demands and challenges of their mental health problems. • Ensure that people and their family/ whānau have access to advocacy in matters relating to: <ul style="list-style-type: none"> • Consumer rights • Privacy and confidentiality • Benefits and accommodation issues • Issues of employment / training
Communication and teamwork	<ul style="list-style-type: none"> • Communicate effectively with people and their family/ whānau ensuring they are informed and understand all aspects of their care and treatment while in the sub-acute service. • Communicate clearly and effectively with all MHAS staff involved with the Sub Acute service ensuring the best outcomes for people and their family/ whānau. • Communicate effectively with other agencies and community services enhancing the outcomes for people. • Work effectively alongside the staff within the Sub Acute team.
Professional Development	<ul style="list-style-type: none"> • Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> ○ Practicing and observing safe work methods; ○ The use of safety equipment; ○ Reporting unsafe conditions or equipment; and • Reporting and documenting all accidents or incidents
Health & Safety	<ul style="list-style-type: none"> • Observe and promote safe work practices, rules and instructions relating to work, and be pro-active in hazard management • Willingly co-operate in the achievement of all health and safety goals and initiatives by: <ul style="list-style-type: none"> • Practicing and observing safe work methods; • The use of safety equipment; • Reporting unsafe conditions or equipment; and • Reporting and documenting all accidents or incidents

Key Responsibility Area	Expected Outcomes
Privacy and Confidentiality	<ul style="list-style-type: none"> 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 Complete mandatory induction training on Privacy responsibilities

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"> A current full driver licence Commitment to work towards National Certificate Mental Health Support Work – Level 4 	<ul style="list-style-type: none"> National Certificate Mental Health Support Work – Level 4 Diversional Therapy – Level 4 Working towards Diploma Mental Health Support Work

Experience

Essential	Desirable
<ul style="list-style-type: none"> Proven ability to engage with people Experience working as a team member Experience working under supervision 	Experience working in a Mental Health Setting

Awareness and Understanding of

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

Skills & Personal Attributes

Skills
<ul style="list-style-type: none"> Computer literacy Engagement skills Effective Communication Skills (verbal and written)

Personal Attributes

- A positive contributing team player/member
- Reliability
- Flexibility
- Ability to work independently and as part of the multi-disciplinary team
- Problem solving attitude

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: _____

Signature: _____

Date: _____

Acceptance

Acceptance of the position implies acceptance of this position description.

Position Title: _____

Signature of employee: _____

Date: _____