



Community Living

POSITION DESCRIPTION

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| Position Title: | Specialist Support Staff |
| Reports to: | Service Manager / Intensive Service Manager |

Position Purpose

To provide high quality disability supports to people we support, across a range of life domains in accordance with Community Living values and objectives. This includes but is not limited to:

- Providing a safe and satisfying home life.
- Providing community-based services that identify and minimise any risk for the people we support, staff and the community, based on the needs assessment of the individuals.
- Increasing independence, self determination, participation and integration into the community.
- Fulfilling the functions and duties by following a Care and Support/ Rehabilitation Plan (as set out in the IDCCR Act if relevant) as prepared by the relevant people, that reflects the people we support's needs and goals.
- Advocating for, and protecting the rights of people with disability.
- Following all relevant New Zealand Legislation and relevant policies and procedures

High quality supports are based on best practice and are professional, effective, efficient and well respected. They support the person, and their whanau/family, to enjoy everyday lives just like everyone else. They do this in a way that treats the person and whanau/family members as partners and respects their personal and whanau/family values.

Essential Competencies Required

The following competencies are required for this position:

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| <p>Understanding Community Living</p> | <p>A person demonstrating this competency understands Community Living's purpose, context, goals, objectives and their relevance to their role.</p> <ul style="list-style-type: none"> • Describes what Community Living does • Understands internal processes and what each part of the organisation does and why • Contributes to the Treaty of Waitangi • Awareness of the service you work in • Understands when/where to seek information and advice, and does so |
| <p>Contributing to Outcomes</p> | <p>A person demonstrating this competency is personally accountable for their performance which contributes to the quality of the service.</p> <ul style="list-style-type: none"> • Responsible for performance within recognised roles, functions and limits • Delivers to time and with quality in all aspects of role • Recognises and manages relevant personal health needs to optimise professional and personal functioning • For direct support roles, understands Care and Support/ Rehabilitation Plans and strategies to guide practice |
| <p>Passion for outcomes</p> | <p>A person demonstrating this competency understands what needs to be done, and stretches to deliver it effectively.</p> <ul style="list-style-type: none"> • Realistic in assessing progress of Personal Outcomes and work tasks • Plans and prioritises own work to achieve outcomes • Overcomes obstacles and takes initiative • Persists until achieved; is personally accountable for underachievement • Accepts goals for achievement and delivers • Celebrates success • Demonstrates 'can do' behaviour • For direct support roles, actively supports well-being, quality of life and personal outcomes of each people we support |
| <p>Managing relationships</p> | <p>A person demonstrating this competency collaborates effectively across the organisation, and with external stakeholders.</p> <ul style="list-style-type: none"> • Understands internal/external key people necessary to deliver effective performance • Harnesses the contribution of others/teams • Works collaboratively with others • Uses strategies to engage meaningfully and work in partnership with people we support, focusing on the person's strengths • Assists the people we support to identify and communicate his/her own needs • Works in partnership with whanau/family and encourages participation in the life of people we support |

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| Team Player | <p>A person demonstrating this competency co-operates, supports and contributes to the development of team objectives and each other to produce a better result.</p> <ul style="list-style-type: none"> • Demonstrates openness and tact • Sees things from others point of view; listens to the contributions of others irrespective of differing points of view • Contributes and collaborates effectively with others • Responds positively to requests for help and support |
| Learning and Development | <p>A person demonstrating this competency develops themselves, helps other excel at what they do, and values individuals.</p> <ul style="list-style-type: none"> • Owns responsibility for personal learning and development • Applies learning from orientation and core training role • Sets 'stretch' personal goals for achievement that 'raise the bar' • Seeks out opportunity to extend skill and knowledge • Demonstrates awareness of own strengths, weaknesses, motivations and how these affect performance and the service provided • Adaptive and receptive to change |
| Clear Communication | <p>A person demonstrating this competency shares information, experience and ideas to ensure understanding.</p> <ul style="list-style-type: none"> • Listens actively to others' points of view • Communication is clear, concise, timely and accurate • Written communication is dated and signed and conforms to accepted standards • Gives open and honest feedback • Identifies cultural differences and their impact on communication • Uses a range of communication styles to establish and maintain effective relationships with all people |
| Applying judgement and making decisions | <p>A person demonstrating this competency makes sound and timely decisions that are evidence based and consider legal, safety and ethical implications.</p> <ul style="list-style-type: none"> • Utilises policies and procedures to inform decisions and understands scope for decisions • Makes timely decisions • Demonstrates accountability for decisions made • Recognises when there is a conflict of interest and seeks advice • Breaks down information and problems to come up with solutions • Applies experience, common sense to understand issues and resolve problems • Maintains safe practice and environments |

| Key Performance Objectives | |
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| Outputs | Success Indicators |
| <ul style="list-style-type: none"> • Precisely follow Care and Support/ Rehabilitation Plans and Care and Support/ Rehabilitation Plans | <ul style="list-style-type: none"> • The behavioural, social, cultural and spiritual needs of the people we support are met • The people we support has their medical and psychological needs met • Medical attention is sought as required and in a timely manner • Medication is administered correctly as per Standard Operating Procedure (SOP) • The safety and wellbeing of individuals is factored into everyday activities in accordance with plans and strategies for the management of crisis, and incidents that are known and acted upon • The skills and aptitude of each person are maintained and encouraged in all situations • The concerns and aversions of people we support is met at all times • The people we support are provided with a healthy diet • Safety and wellbeing of the people we support are monitored and recorded • Objectives and approaches as identified in a person's Care and Support/ Rehabilitation Plan are adhered to in all situations • Any stipulation in a Court Order included in a person's Care and Support/ Rehabilitation Plan is adhered to at all times • All legislation is followed |
| <ul style="list-style-type: none"> • Encourage independence, self-determination, participation and integration into the community | <ul style="list-style-type: none"> • The dignity and privacy of the people we support is maintained at all times • Community participation is within prescribed parameters and the people we support have been instrumental in the planning of their programme • The people we support are informed about any changes being made to their daily routine • The people we support are consulted with in all aspects of their home life • Whanau/family relationships and friendships are supported when requested by a people we support • Advocates for the people we support in all situations • Goals are developed with each person and supported by staff |

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| <ul style="list-style-type: none"> • Contribute to the team | <ul style="list-style-type: none"> • Team meetings are attended as required and a meaningful contribution is made • Team support and morale are maintained • Information learned through training / research is shared at team meetings • Team is aware of goals for both the workplace and of the people we support • Allocated tasks are completed within the agreed timeframe • Problems and issues with the team are taken to the Line Manager immediately |
| <ul style="list-style-type: none"> • Complete required documentation | <ul style="list-style-type: none"> • Clear and concise documentation is readily available including, but not limited to, medication documents, personal and house diaries, incident reports and hazard identification • All financial transactions are recorded accurately and kept up to date • Time sheets are accurate and submitted within the required timeframe • Leave requests are submitted as required by Community Living Policies and Procedures |
| <ul style="list-style-type: none"> • Participate in Self Management and Development | <ul style="list-style-type: none"> • Core training is completed within required timeframe • Training identified in Personal Development Plan is undertaken within agreed timeframes • Development needs are identified and acted upon through performance appraisal system • Coaching and feedback and performance appraisals are requested, arranged and participated in, as per Community Living's Policies and Procedures |

| Security Requirements | |
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| Outputs | Success Indicators |
| <ul style="list-style-type: none"> • Follow Security requirements as described in Care and Support/ Rehabilitation Plan and Community Living's Policies and Procedures | <ul style="list-style-type: none"> • Vigilance is maintained at all times in regards to the safety and security of the people we support and other staff • All security requirements are identified, implemented and considered in all day to day activities • Alarms are monitored as required by the Care Manager and Service Manager • Immediate response is provided to any person who has transmitted an alarm or distress signal • Personal Safety and security are considered in all decisions and no unnecessary risks are taken at any time |

| Overall Contribution to Community Living | |
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| Outputs | Success Indicators |
| <ul style="list-style-type: none"> • Provide a service at a professional level at all times and enhance the organisations reputation | <ul style="list-style-type: none"> • Personal presentation is professional and appropriate to the task or occasion • Assets, equipment and vehicles are kept and maintained as per Community Living Policies and Procedures • Networks are maintained and nourished • The homes and grounds of the people we support are well maintained • Positive role modelling is displayed at all times to the people we support, other staff and the community • Line Manager is informed at all times of any discrepancy in staff performance or behaviour that is contrary to Community Living's Purpose • Positive relationships with staff at Community Living, other providers and the community are maintained • Community Living's Policies and Procedures are complied with at all times • Line Manager is assisted to remain within budget |

| Safety and Wellbeing | |
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| Outputs | Success Indicators |
| Follows the Health and Safety at Work Act 2015 | <ul style="list-style-type: none"> • Knows, understands and follows their responsibilities under the Health and Safety at Work Act 2015 • Participates in the management of all safety and wellbeing issues within their working environment so as to meet the organisational goal of zero tolerance to accidents, incidents and injury • Where an injury is incurred actively participate in the organisations return to work programme |
| Maintain personal safety and the safety of others | <ul style="list-style-type: none"> • Undertakes any training that will assist them in maintaining personal safety and the safety of others • Carries out trial emergency management procedures as required by policy and procedure • Assists with minimising organisational risk by identifying and notifying all risks in accordance with policy and procedure • Participates in the development and implementation of safety and wellbeing policies and procedures including emergency management procedures, that directly or indirectly affects the work they do, as and when required • Actively contributes to continuous improvement processes that supports the reduction of accidents and incidents within their work area • Follows documented policies and procedures at all times |

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| <p>To accurately record and report all accidents, incidents and hazards immediately</p> | <ul style="list-style-type: none"> • All accidents, incidents and hazards are accurately reported and recorded for investigation and corrective action • Identifies hazards and assists with the development of control plans so as to eliminate, isolate or minimise the hazard |
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Cultural Practice and Treaty of Waitangi

- Understands and upholds the Articles and Principles of the Treaty of Waitangi and contributes to whanau ora for Maori.
- Facilitates access to Maori supports, kaumatua, kaimahi, Maori and cultural interventions, e.g. rongoa, tohunga.

General Responsibilities

- Any other duties the employer may require, provided the employee has the required skills and training

Person Specification

QUALIFICATIONS/KNOWLEDGE/EXPERIENCE

Requirements

- Full New Zealand driver's licence (current)
- Police Vetting and CYF reports and driving record meets the required standard

Training and Experience

- First Aid Certificate
- Willing to undertake required training
- Experience working within intellectual disability services working with people with dual diagnosis and/or challenging behaviours
- Experience in crisis intervention
- Evidence of ability to learn (NZQA or similar)

Skills and Aptitude

- Ability to follow directions to safely adapt service delivery to accommodate the cultural / religious needs of various groups
- Ability to develop and follow plans for people we support and the service
- Demonstrated accountability
- Professional image maintained at all times
- Ability to be a team player
- Good communication skills
- Ability to develop relationships with key people
- Effective time management skills including ability to prioritise
- Ability to problem solve and work under pressure

Characteristics

- Believes in the rights of all the people with an intellectual disability to be a part of, and participate in, their community
- Demonstrates enthusiasm and has a persuasive ability
- Possesses initiative. Able to think creatively and to improvise
- Is achievement orientated
- Has a sense of humour
- Has integrity

Organisational Relationships/Authority

ORGANISATIONAL RELATIONSHIPS

- Staff of Community Living
- People we support and their families/whanau or significant others
- Potential employers of people with disabilities
- Referring agents
- Service Providers
- Advocacy Services
- Mental Health Services
- Community Health and Health Specialists
- Child Youth and Family Services
- Justice Services (Police, Courts, Community Probation Service)
- Other external providers

ORGANISATIONAL AUTHORITY

- In line with Delegated Authorities

Acknowledgement

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee Name: _____

Date: _____

Signature: _____

Line Manager Name: _____

Date: _____

Signature: _____