

	POSITION TITLE	Community Support Worker		
	DIRECTORATE	Mental Health and Addictions	DEPARTMENT	Child, Adolescent and Family Services.
	REPORTING TO (operationally)	Clinical Manager	REPORTING TO (professionally)	Allied health professional lead
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	<ul style="list-style-type: none"> This role covers the geographical area of Hawke's Bay from Wairoa to Central Hawkes Bay that comes under the Hawke's Bay District Health Board (HBDHB). Staff reporting – Nil. 			
PURPOSE OF THE POSITION	<ul style="list-style-type: none"> The Community Mental Health Support Worker works alongside people to facilitate and enable recovery and rehabilitation. This position will involve the development of resources, skills and support services to strengthen and sustain recovery and growth. This position will include working as part of a multi-disciplinary team, which includes Social Workers, Occupational Therapists, Family Therapists, Psychiatrists, Whaea, Registered Nurses, Psychologists, Associate Clinical Nurse Manager and Clinical Manager. The person will receive appropriate direction and oversight as appropriate. To recognise, support and contribute to the delivery of the Hawkes Bay Health sector vision, values and behaviours. Delivery of organisational KPI's including relevant MOH targets and service plans. 			
KEY DELIVERABLES	<ul style="list-style-type: none"> To work in collaboration with the multidisciplinary team to strengthen opportunities to facilitate recovery for service users open to CAFS.. To participate in regular clinical team reviews (MDTs) and recovery planning and implementation meetings as appropriate. To participate in departmental meetings and in house trainings as required and contribute as appropriate. To develop positive relationships with services users and their whanau that are solution focused and supportive to promote recovery. To facilitate effective, efficient and timely transition of service users to their own natural supports in the community to promote independence and build resilience. To implement activities and interventions (e.g. skill development , ADL training,) as directed by the treating clinician with adequate oversight. This will be achieved through direct teaching, linking services users/whanau with community resources, providing support and encouragement to services users and whanau to engage with services and activities, facilitating transition to community living. To work in collaboration with clients/whanau to support them in their own recovery planning, provide interventions and activities to build skills and resilience. In partnership with the service user, family / whanau, support the individualised plan of care to achieve the desired outcomes. To support effective implementation of clinical interventions (e.g. gradual exposure) as directed by the treating clinician to achieve the desired outcome of the treatment plan. To evaluate and record progress toward attainment of desired outcomes and revise the plan of care as necessary with the service user/whanau and the treatment team/treating clinician. To maintain clear, concise, timely and accurate documentation within a legal, ethical framework and the HBDHB's documentation policy for continuity of care. To take appropriate action in situations that compromise the patient's safety and wellbeing (e.g reporting the risk to the Associate Clinical manager/clinical team/treating clinician). To participate in health education, ensuring the service user, whanau and significant others understand relevant information related to their care. Demonstrates respect, empathy and interest in the service user/whanau and their recovery. This will be achieved through promoting and actively working with the service user and their whanau using a collaborative and participatory approach. Communicates effectively with service users, whanau, family members and other professionals involved. Facilitate open and harmonious communications amongst staff within the team as well as with other departments with the aim of promoting multi disciplinary approaches to care. To participate in service improvement activities including quality systems, standards of practice and service standards initiatives.. Demonstrates an understanding of quality improvement principles including mentoring of students where required (e.g. supporting student community support workers on placement). Demonstrates the use of patient safety mechanisms to identify near misses through timely 			

	<ul style="list-style-type: none"> recording of events in the event reporting system. Attend mandatory and relevant training as identified. Wherever appropriate, assist/support in health promotion initiatives. 		
HEALTH & SAFETY RESPONSIBILITIES	<p>HBDHB is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> Not to do anything that puts your own H&S at risk Not to do anything that puts others H&S at risk To follow all health and safety policies and procedures To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>		
KEY WORKING RELATIONSHIPS	<table border="1"> <tr> <td> <p>INTERNAL</p> <ul style="list-style-type: none"> Manager (CAFS) Associate Clinical Nurse Manager Service Director Allied Health Professionals, Professional Leader & Director of Allied Health Te Wāhanga Hauora Māori HBDHB Other teams relevant to supporting the Tangata Whaiora and whānau journey </td> <td> <p>EXTERNAL</p> <ul style="list-style-type: none"> Tamariki/ tangata whaiora and their whānau Community Services and Agencies All other Health Providers, including for example PHO, GPs, Practice Nurses, NGOs, Oranga Tamariki, Ministry of Education & National Specialty Groups </td> </tr> </table>	<p>INTERNAL</p> <ul style="list-style-type: none"> Manager (CAFS) Associate Clinical Nurse Manager Service Director Allied Health Professionals, Professional Leader & Director of Allied Health Te Wāhanga Hauora Māori HBDHB Other teams relevant to supporting the Tangata Whaiora and whānau journey 	<p>EXTERNAL</p> <ul style="list-style-type: none"> Tamariki/ tangata whaiora and their whānau Community Services and Agencies All other Health Providers, including for example PHO, GPs, Practice Nurses, NGOs, Oranga Tamariki, Ministry of Education & National Specialty Groups
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DELEGATION AND DECISION	N/A		
HOURS OF WORK	80 per fortnight		
EMPLOYMENT AGREEMENT & SALARY	<ul style="list-style-type: none"> Salary will range from \$ 53, 214 to \$67,126 gross per annum based on qualifications and experience. This is in accordance with Allied, Public Health and Technical Multi Employer Collective Agreement (MECA) and APEX MECA. 		
DATE	May 2020		
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> N/A 		
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> Working with children adolescents and families/Whanau when this client group are experiencing emotional trauma. Ensure smooth and effective pathway for tamariki / rangatahi / whānau. /kaumataui/kuia referred to the service to ensure barriers to services are reduced Competent engaging and addressing cultural needs of the consumer and whānau. A strong emphasis on improving services & reducing inequities for Māori whānau, hapū and iwi. Active participation in service area decision making including initiatives to strengthen interventions and engagement practices with Māori, (whānau, hapū and iwi) and integrating Māori models of healthcare Supports a holistic approach within a progressive service to better enable collaborative relationships and integrated pathways. Able to solve routine problems and initiate seeking assistance to solve complex issues as they arise. Working in a busy environment requiring robust organisation skills, time management and efficient communication skills. 		

ESSENTIAL CRITERIA

Qualifications

- A recognised qualification to work as a Community Support Worker or Community Health Worker with a Level 5 or higher qualification from a recognised institution.

Experience

- Minimum 1 year working experience in a similar role.
- Experience applicable to role i.e. in child and adolescent mental health assessment and treatment and emergency mental health.

Business / Technical Skills

- Proficiency in Microsoft Office, Word, i.e. (Outlook, Excel, PowerPoint, Internet resources and e-mail).
- Clean current full NZ driver's license.

Key Attributes

- Effective communication skills
- Ability to build rapport and constructive and effective relationships
- Positive attitude with problem solving focus
- Ability to contribute positively to the interprofessional /multidisciplinary team.
- Self-motivated in developing clinical and professional practice.
- Focus on delivering high quality intervention for the client/patient and whānau.
- Familiarity with child development and family/whanau dynamics.
- Knowledge and understanding of child protection and family violence issues.

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role:

- As per clinical roles in the Hawkes bay DHB Physical Requirements and Vaccination Status Guidelines May 2019
- Agility: Able to kneel, Able to get 1 knee up on bed, Able to squat
- Able to raise arms above head, Able to reach arms out in front
- Fitness- Able to walk up 2 flights of stairs without stopping
- Strength- Able to do at least 3 half press ups (i.e. on knees)
- SPEC training either up to date or planned

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination

DESIRABLE CRITERIA

Experience

- Relevant level 7 qualification in mental health

Business / Technical Skills

- Understanding of organisational dynamics and able to work effectively in a complex multi-professional workplace.
- Advanced IT skills



Our Vision and Values

Te hauora o te Matau-a-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.