



JOB DESCRIPTION

COMMUNITY SUPPORT WORKER HEALTH

Position Title:	Community Support Worker - Health
Location:	65 Queen Street Kahungunu Executive ki Te Wairoa Charitable Trust ("Kahungunu Executive")
Reports To:	Team Coordinator - Health
Co-ordinates With:	Team Coordinator – Health Mobile Nursing Team (Registered Nurses) Health Team Health Promotion Team Oranga Hinengaro Team Social Services Team Business Services Team GP and Practice Nurses Hospital Service providers Community Service providers Whānau Members and representatives

Kahungunu Executive's Vision Statement:

Te Oranganui o Nga Whānau o Te Wairoa.

Kahungunu Executive Mission Statement:

Delivering health, social services, mental health and housing services that achieve whānau aspirations.

Kahungunu Executive Whakatauki:

Ko te Amorangi ki mua, Ko te hāpai o ki muri.

Kahungunu Executive Values:

Tika, pono, aroha – true, honest and compassion. This relates to being fair and honest when dealing with whānau and being respectful of their views and needs.

Manaakitanga – hospitality, kindness and support. This relates to showing respect, generosity and care for whānau.

Raranga – weave. This relates to collaboration with whānau, agencies and funders.

Rangatiratanga – ownership and autonomy. This relates to acknowledging the mana and autonomy of clients and that they stand independently.

Hiranga – excellence, importance and significance. This relates to providing the best quality support and assistance to whānau.

PRIMARY PURPOSE OF THE POSITION

The purpose of the Mobile Nursing service is to increase individual’s access to health and social services while also supporting them to maintain their health and wellbeing by promoting healthy lifestyles and environments for whānau throughout the Wairoa District.

The Community Support Worker - Health will be responsible for ensuring that individuals/whānau achieve positive health outcomes by working in collaboration with the Mobile Nursing Registered Nurses.

SPECIFIC TASKS

ACHIEVEMENT AREA	KEY TASKS	EXPECTED OUTCOMES	PERFORMANCE OUTPUT
Service delivery	Provide health education information and advice to individuals/whānau to support them to achieve/maintain wellness.	Promotion of health education/promotion topics relevant to whānau including (but not limited to) nutrition, physical activity, diabetes, asthma, cervical and breast screening, smoke cessation	Client/whānau plan goals achieved. Evaluations show an increase in knowledge, a change in attitude/opinion or a behavior or circumstance change.
	Support the development and implementation of programs/promotional events which promote healthy lifestyle changes for individuals and groups.	Services/programs are delivered in a coordinated and consistent manner Programs/services are evaluated to measure their effectiveness	Evaluations show an increase in skills and knowledge, a change in attitude/opinion, behavior and circumstance as evidenced by subjective and objective data captured.
	Collaboration and networking with other services/agencies to increase individual/whānau access to other health and social services.	Individuals/whānau are referred to other supporting services/agencies and are supported to achieve positive outcomes	Written referrals to other health and social services are completed with client/whānau consent. Collaboration with other health and social services.

	<p>Client service provision – client intake, consent, needs assessment and client planning</p> <p>Documentation of client visits on medtech</p>	<p>The client intake, consent form are completed as per the Client Service Provision policy and medtech is updated. A client needs assessment is completed and care plan developed in collaboration with the RN.</p> <p>A record of the client visit is documented on medtech within 24 hours of the consultation.</p>	<p>Accurate information updated on medtech. Client Needs Assessment completed and care plan developed that is monitored by both the RN and CSW.</p> <p>Client notes completed on time.</p>
<p>Staff Induction and Professional Development</p>	<p>Complete the KE induction programme</p> <p>Identify training needs (in collaboration with the Team Coordinator and Clinical leader) which are relevant to the position and staff needs.</p> <p>Prepare for regular coaching with Team Coordinator.</p>	<p>New staff complete the KE induction programme to build knowledge and awareness of KE services, policies and procedures as well as network with other services and agencies.</p> <p>Staff attends relevant training to support them in delivering the service such as (but not limited to) Infection Prevention and Control, Health Checks, Health Literacy, Smoke Cessation.</p> <p>Coaching is carried out on a regular (two monthly) basis with the Team Coordinator.</p>	<p>New staff are proactive in completing the staff induction in collaboration with Team Coordinator within a three month time frame. A record is kept of the induction process and held on the staff members personnel file</p> <p>Training and professional development needs identified through the coaching process and training applications are submitted accordingly. Training and activity report submitted to Team Coordinator. Training cards updated.</p> <p>Written record of coaching filed on personnel file.</p>

	Participates in the annual performance appraisal process.	Performance Appraisal completed annually in partnership between staff and Team Coordinator and signed off by General Manager.	Signed record of Annual Performance Appraisal kept on personnel file.
Health and Safety	To be aware of and abide by the Health and Safety policies and procedures of Kahungunu Executive	Staff will have an awareness of Health and Safety processes including (but not limited to) Infection Prevention and Control practices, Emergency Evacuation procedures, staff safety when visiting clients in the community, reporting of incidents and near misses.	Staff complete the Induction programme which is held on their personnel file and have read and understand KE policies and procedures pertaining to Health and Safety.
Outcomes Reporting (RBA)	To collect feedback and data from clients/whānau about the service	Appropriate methods to collect data are actioned to capture subjective and objective data to measure client/whānau outcomes. Staff is provided with feedback regarding evaluation of outcomes.	Evaluations show an increase in skills and knowledge, a change in attitude/opinion, behavior and circumstance as evidenced by subjective and objective data captured. Evaluations analyzed and recorded through the Quality Management Systems. Feedback to staff is evidenced through team meeting minutes

PERSON SPECIFICATIONS

Position: Community Support Worker – Health (Mobile Nursing)

Essential:

- A relevant qualification/experience in health or health promotion.
- Knowledge and experience in working with Whānau, Marae, Hapū and Iwi development.
- Excellent interpersonal skills, with an ability to liaise confidently and professionally with a wide range of people and cultures
- Excellent organisational skills, with an ability to cope effectively with changing priorities and environment
- Good time management skills
- A commitment to the Treaty of Waitangi and Tikanga Māori
- Sound written and verbal communication skills
- Current clean full drivers licence
- Police vetting check with no history that would require exemption
- Experience in the use of all Microsoft suite applications
- A willingness to undertake professional development/training relevant to the position.

Desirable:

- Proficient in Te Reo me ona Tikanga
- Knowledge of Te Whare Tapa Wha Māori model of health
- Knowledge of Results Based Accountability
- Be conversant with the Statutory requirements of the Privacy Act 2020 and the Health and Disability Service Standards

Personal Attributes:

- A high level of motivation and initiative.
- A passion to support individuals/whānau to achieve their aspirations
- Ability to work appropriately with different cultures.
- The ability to work through conflict resolutions.
- Able to prioritise and set realistic goals and timeframes.
- Ability to maintain confidentiality