

Statement of Accountability

Te whakaturanga ō mahi

Team Name	Coasters - Home & Community Support Services		
Role Title	Support Worker		
Reports to	Associate Clinical Nurse Manager – Northern or Central, Associate Lead - Southern		
Date	January 2023	Salary Band	L0 – L4
Location	Te Tai o Poutini	Department	Coasters - Home & Community Support Services

About us

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled”.</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>“As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all”</i>
Whanaungatanga	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and keep each other</i>

		<i>safe. Together we are whānaunga, we are the workforce - kaimahi hauora</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

Our Team Accountability

As a member of the Coasters team, you will actively support and enable the strategic direction of Te Tai o Poutini West Coast by:

Expected Outcomes / Activities – Team Specific

- **Utilising** technology to support delivery of care ensuring timely and responsive care and empowering tāngata whaiora to take greater responsibility for their wellbeing
- **Maintaining** strict levels of consumer confidentiality at all times
- **Applying** evidence-based approaches to practice
- **Engaging** in education and team meetings including, orientation, mandatory and vocational training
- **Establishing and maintaining** an effective working relationship with other colleagues and committing to team work
- **Providing** high quality care services to individuals in our community, and with the support of our service, empowering them to function at the optimum level of health.
- **Working** within a restorative model of care and valuing the contribution of tāngata / consumers and whānau / family to both individual care and to service delivery
- **Actively** providing partnership, participation and empowerment to our tāngata whaiora and their whānau through effective use of prevention, early intervention and enablement strategies
- **Committing to and participating** in system and service improvement and transformation to enhance equity and outcomes for our tāngata and their whānau
- **Delivering** culturally appropriate and culturally sensitive consumer care
- **Contributing** towards Wellbeing, Health and Safety

My Role Responsibilities

The Support Worker – Coasters, is responsible for supporting consumers to live well, age well and have a respectful end of life in their own communities.

Specifically, the role is responsible for:

Key Outcomes Area	Expected Activities / Performance Indicators – Position Specific
OUTCOMES AREA	<ul style="list-style-type: none"> – Working with Coordinator and Nurse on a daily basis to report any changes to client's wellbeing
	<ul style="list-style-type: none"> – Liaising with the Coordinator regarding rostering, sickness, training and availability to cover others

	– Providing safe high-quality services to clients under the direction of a registered health professional
	– Providing support that is culturally safe, respectful and enhances the dignity and mana of the client. Recognising that the client is an active participant in planning and identifying the services that support them.
	– Maximising and maintaining the client's independence and functionality for as long as possible by encouraging client participation in Activities of Daily Living.
	– Adhering to the care plan
	– Following all relevant organisational policies and procedures
	– Participating in training and skills development enabling the Support Worker to work to the full extent of scope
	– Using technology to support the administration and communication requirements of the service
OTHER	– Performing other duties considered to be within the scope of this role as agreed by employee and the manager

My Capability

To be effective and succeed in this role it is expected the person will have proven capabilities against the **Leading-Self** leadership focus. A person with this leadership focus will not hold formal leadership accountabilities but is responsible for displaying leadership character and driving service delivery within their role and team.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
Cultural Responsiveness	Understands the needs of Māori and adjusts approach to ensure equitable outcomes
Self-Aware	Understands their impact on others and strengthens personal capability over time
Engaging others	Connect with people; to build trust and become a leader that people want to work with and for
Resilient and Adaptive	Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
Honest and Pro-active	Delivers clear messages and seeks support/advice in a timely manner; to enable decision making
Achieving Goals	Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes
Managing Work Priorities	Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role
Curious	Seeking and participating in opportunities to learn and integrating different perspectives.

My Qualifications, Experience, Knowledge, Skills:

You will have:	<p>Essential</p> <ul style="list-style-type: none"> – Hold (or be prepared to undertake) Level 2 in the NZ Certificate of Health and Wellbeing and expect to progress through Level 3 and consider Level 4 at appropriate time frames With the support/approval of the Clinical lead of the service – Hold a current driver's licence – Competent using Microsoft applications and similar software <p>Desired</p> <ul style="list-style-type: none"> – Previous experience as a caregiver in the community, hospital or aged care facility
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Personal Attributes:

You will have:	<ul style="list-style-type: none"> – Ability to work autonomously and as part of a team – Ability to maintain confidentiality and use discretion – Well-developed interpersonal skills – Culturally sensitivity – A high level of self-presentation – Ability to work under pressure – Commitment to ongoing self-development – Physical capability to be on your feet most of the day, crouch, squat, stretch, twist, bend, climb and balance. – Ability to lift/push/pull weights of up to 15kg
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Vocational Training

Certificate in Health & Wellbeing Level 2, 3 and 4

Level 2: enrolment within 12 months of employment

Completion demonstrates evidence of competency in foundation skills

Level 3: enrolment within 3 years of employment

Completion demonstrates understanding of role and in encouraging functional independence of our people living in the community

Level 4: enrolment within 6 years of employment

Completion demonstrates high level of competency:

- working with complex clients
- mentoring and coaching new staff
- providing afterhours and weekend support for team

Key Relationships to Nurture

Internal	External
Te Whatu Ora, Te Tai o Poutini Staff	Clients and their families
Associate Clinical Nurse manager	Access Home Health staff
AH Team Mangers	
Coasters Nurse Assessors	

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Fellow Support Workers and Coordinators	
District Nurses and other Community staff	

This statement of accountability is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.