

# STATEMENT OF ACCOUNTABILITY

## Support Worker

<b>TEAM:</b>	South Island Eating Disorders Service (SIEDS)
<b>ROLE TITLE</b>	Mental Health Support Worker
<b>REPORTS TO</b>	Whāngai Aroha Charge Nurse Manager – Line manager

### OUR CULTURE

At Te Whatu Ora Waitaha, we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

### OUR TEAM ACCOUNTABILITY

This role has shared accountability for:

- Upholding our obligations to Te Tiriti o Waitangi and actively addressing equity through cultural competency
- Through partnership, we empower people to engage in their recovery and take responsibility for their own health and wellbeing
- We recognise people as experts in their own recovery and support them to be autonomous and independent
- Working independently and as part of the team at the direction of clinicians
- Delivering care and support that is individualised, person-centre, recovery focused, and trauma informed
- The service will deliver care and support that is evidence-based and there is a culture of reflective practice

### MY ROLE RESPONSIBILITY

The Support worker is responsible for:

- Developing relationships with the clinicians and the people who are being treated by SIEDS
- Assisting and supporting the specialist eating disorder clinicians in the delivery of quality health care, ensuring that services are provided efficiently, safely and effectively
- Communicating and reporting changes, concerns and issues back to the clinical team
- Using your experience to support people across a range of ages and offering encouragement in their journey through the service, fostering and developing independent living skills
- Supporting people through the promotion of choice and self-determination, through the implementation of the MDT plan of care and support, using a strengths-based and trauma informed approach

- Understanding and promoting the importance of connections with family-whānau, communities, and other specialist mental health services
- Being an integral and valued member of the multi-disciplinary team, contributing to the team culture and developing relationships with SIEDS staff
- Assisting with a wide range of tasks for care delivery under the direction and delegation of clinical staff and the MDT
- Recording tasks undertaken and observations accurately and in a timely manner
- Identifying and reporting unexpected or changing patient status
- Using clear communication and being able to articulate support principles, values and tasks
- Contributing to written documentation and quality initiatives
- Adhering to all SMHS training requirements, policies and protocols
- Having a sound knowledge of the community and NGO mental health sector, particularly community providers so that practical information and connections can be made with the people you are working with
- Challenging stigma and discrimination and proactively promoting inclusion and diversity
- Respecting and maintaining confidentiality

## MY CAPABILITY

- **Cultural Awareness** – Understand the needs of Māori and adjust my approach to ensure equitable outcome.
- **Self-Aware** - Understand my impact on others and strengthen my personal capability over time
- **Engaging others** - Connect with people; to build trust and become a support for people and clinicians
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Help others maintain optimism and focus
- **Honest and Courageous** - Deliver clear messages and make decisions in a timely manner; to advance the longer-term best interests of the people we care for
- **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** - Seek and integrate ideas, information, and different perspectives.

### Qualifications, experience, and knowledge:

- Has experience as a support worker, and desirable to have NZQA Level 3: New Zealand Certificate in Health and Wellbeing - Health Assistance Strand. (If not previously attained, to be completed within 2 years of commencement or to be commenced within 1 year of employment.)
- Must be able to accept instructions and feedback
- Aware of your own wellbeing, self-care, self-advocacy and stress management
- Appropriately assertive when necessary – working in partnership and demonstrating professional conduct, personal responsibility and accountability
- Commitment to continued self and professional development
- A working understanding of Te Tiriti o Waitangi and demonstrated commitment to culturally responsive practice

### Skills:

- Communicates well to a broad range of people
- Able to work as part of a team as well as independently
- Demonstrated networking skills and engaging/consulting with communities
- Basic knowledge of Microsoft Office applications ie: Word, Excel, PowerPoint and Outlook

**MY RELATIONSHIPS  
TO NURTURE**

**Internal**

SIED staff, clinical leads and management.  
Te Korowai Atawhai.

**External**

External support services and workers.

**OUR WELLBEING,  
HEALTH AND SAFETY**

At Te Whatu Ora Waitaha, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

**MY CLINICAL  
CAPABILITIES**

Not applicable