

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description 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.

Title	Home Support Worker
Reports to	Nurse Manager Integration
Location	Ashburton
Department	Ashburton Home Based
Date	May 2021
Salary band (indicative)ⁱ	E tū Service and Food Workers collective agreement
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

- To support clients with personal care and household management within the home.
- Specific personal care requirements are determined through their individual needs assessment which develops the client care plan.
- The Home Based Support Worker will provide encouragement, support, care, and services as documented in each client's care plan.
- Home based support service staff are available seven days a week. The service provides a home-based support care service seven days per week between the hours of 0700hrs and 2000hrs, staff are required to work alternate weekends. The role requires staff to travel around the whole Ashburton and Rural District which includes but is not limited to outlying areas such as Methven, Mayfield, Rakaia.
- To observe and report any changes in a client's condition or circumstances back to the coordinators or manager.

Key Result Area	Expected Outcomes / Performance Indicators
Supporting clients in their homes in maintaining a quality of life that	Implementation of care is in accordance with the individual's care plan, service specifications, Code of Health and Disability Services Consumer's Rights, Home Support Quality Improvement Programme, Rural Hospitals Division and Canterbury DHB policies Personal Care Tasks Undertaken:

recognises their individual needs.	• Assistance with eating and drinking. Observing and/or monitoring intake and reporting any changes. • Assisting with adherence to special diets. • Preparing food in terms of texture or soft diets. • Ensuring the client has access to special utensils that they have been provided with. Staff member is to inform the client and the office, if these resources are not available in the home. • Assistance with dressing and undressing – nighttime and daytime attire. • Assistance with personal grooming activities, hair maintenance, teeth cleaning. • Bathing/shower assistance with dressing and undressing and transferring in and out of bath/shower. Washing and drying, hair washing. Observing/monitoring condition of the skin/scalp. • Toileting assistance with transfer to and from toilet/commode and hygiene activities, assistance with the use of appliances and aids such as day/night urinary collection bags and associated hygiene. • Mobility – positioning, transferring from bed to chair, chair to bed, ensuring safe mobility around the home, ensuring aids such as walking sticks, frames and wheelchairs are maintained and safe. If not, staff member is to inform the client and the office. • Evening personal cares – attending to transfer or change of position needs, toileting and hygiene requirements or other personal care needs a client may require in the evening. • Reporting to the Home Support Coordinator changes in the client's condition, hazards, unsafe features in client's immediate environment, or extraordinary events, or the need for urgent extra assistance while the personal care worker is in the client's home, according to the written • policies and procedure of Ashburton & Rural Health Services. • Medication prompts- Reminder client to self-administer medication within CDHB policy Domestic Tasks Undertaken: (as per agreed Care Plan) • Loading washing into machine, bringing clothes in from line, storing personal and household laundry. • Routine domestic cleaning, vacuuming, tidying, disposing of rubbish as appropriate. • Bed changing and bed making as and when required. • Assistance with preparation of adequate, nutritious, varied and well-presented meals, and use of appliances. • Washing and drying of dishes and cooking utensils. • Reporting to the client and/or their representative, any hazards, unsafe features of the client's immediate environment, or extraordinary event or the need for extra assistance while care worker is in the client's home, according to the written policies and procedure of the Ashburton & Rural Health Services.
Give information relevant to the client's condition	• Ensure diary entries and verbal reports are concise, accurate, up to date and not misleading. • Client confidentiality respected at all times.

to Home Support Coordinator	Health Information Privacy Code 1994 is adhered to. (check date of Code)
Assess the client's environment	Any concerns immediately discussed with Home Support Coordinator.
Liaise with relatives of the client	- Is an effective listener - Acts within the Code of Health and Disability Services Consumer's Rights - Confidentiality of client information is maintained at the discretion of the client - Health Information Privacy code 1994 is adhered to (check date of Code)
Promotes wellness and independence of clients to their highest functioning level	Meets objectives of individualised client care plan
Be sensitive to cultural issues when caring for client	Has knowledge of Treaty of Waitangi principles, and ensures clients cultural needs are met during daily duties or is undertaking training in this area within 12 months of employment with the CDHB.
Staff Utilisation	The Home Support Worker will advise of availability - Staff are available to work on any of the seven days, including nights up to 8pm and weekends, on alternate weeks. - Staff are available to travel to clients in the Ashburton Rural District which includes Methven, Rakaia and other outlying areas within the District. Travel to these areas will include nights if cares are in the evening. - Rostered days off are to meet the needs of the roster - Updates Home Support Coordinator of changes in availability to provide Home Support Services
The Home Support Assistant will provide a safe environment by	Recognising and removing possible hazards - Hazards identified and discussed with client's family, and/or Home Support Coordinator. Appropriate control measure put in place. Checking equipment, eg: vacuum cleaners, mobility aids are in a sound state of repair and is safe for use and if not, staff are to advise the client and the Office - Staff receive training during orientation and on a regular basis regarding hazard identification and control measures. Personal infections or illnesses and/or client health concerns are to be reported to the Home Support Coordinator. All incidents are to be reported verbally/txt message and in writing to the Home Support Coordinator.
SERVICE DELIVERY	The Home Support Worker will provide service delivery records for Home Support Coordinator Records, eg: timesheets, are completed daily and as per Ashburton & Rural Health Services policy
DEVELOPMENT EFFECTIVENESS	Maintain a high level of personal competence in performance, verbal and written communication, appearance and attitude Is a good timekeeper.

	• Can work independently without direct supervision • Is a role model for CDHB Home Support Services. • Is an active listener who conveys to clients that what they are saying is being heard and understood • Verbalises clearly, fluently, objectively and uses language sensitively. Staff Development and Performance Review • Participate actively in Performance Reviews with Nurse Manager or ACNM of Integration • Is able to demonstrate an ability to function at a high level of efficiency and effectiveness and take appropriate steps to update knowledge where there is an identified deficit. • Complete Orientation and attends on-going in-service education. Responsible for updating own knowledge • Is able to support the individual needs of clients Contributes information on service issues at relevant meetings • Input is based on sound information, specific, accurate relevant and congruent with home based practice
EMERGENCY EFFECTIVENESS	The Home Support Worker will know action to be taken in an emergency • Attends annual emergency procedure drill, ie: cardiac arrest, fire
ACCREDITATION	The Home Support Worker will be actively involved with the Home Support team to work towards a service which meets the criteria for Accreditation When requested, provides input into the development of standards for: • Home based care • Safety programmes • Staff Development and Education programmes • Quality Improvement Programme

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.

Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
- Community Agencies - General Practices - Pharmacies	- Clients and their Families - Home Based Support Staff - District Nursing

About you – to succeed in this role

You will have

Essential:

- Belief in the uniqueness of the individual, and their right to health and self-determination.
- Demonstrate a commitment to the position.
- Have an awareness of cultural and social needs.
- Have a knowledge of own personal strengths and weaknesses.
- Willingness to work as a part of a Canterbury DHB team.
- Demonstrate a belief in Community Services philosophy.
- Operate in an honest manner
- Organisational ability, to be efficient and effective in household tasks allocated with minimal supervision.
- Able to establish, maintain and terminate a work relationship with clients and their significant others.
- Able to listen and communicate in a non-judgmental, non-threatening manner.
- Accuracy with timesheets and service delivery requirements.

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- Ability to be on your feet for most of the duty, as sitting is an infrequent activity
- Physical capability - the ability to crouch, squat, stretch, twist, bend, climb and balance
- Ability to lift/push/pull weights of up to 15 kilograms
- Manual dexterity required to operate instruments and equipment
- Visual ability sufficient to read and write instructions
- Hearing and speech sufficient to communicate with clients and co-workers
- Skin condition allowing contact with water, soap/disinfectant soap
- Ability to handle difficult and/or aggressive patients and relatives
- Ability to “work together” in a truthful and helpful manner.
- Ability to “work smarter” by being innovative and proactive.
- Accepts responsibility for actions

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.