



Position Description

Community Support Worker

Note: the aim of this position description is to provide a contextual explanation of the role and as such will not be a full list of tasks and duties that an incumbent may reasonably be expected to perform.

Location Auckland
Reports to Team Leader – Service Care and Delivery
Staff reporting to role Nil

Organisation Objective

Mahitahi Trust is a not-for profit organisation whose purpose is to assist people in their desire to regain mental wellness through the delivery of an integrated set of services (for example, health, social, education, employment, and housing) based on nga Tikanga Māori (Māori cultural beliefs and practices).

Purpose of Position

Using the principles of whaiora recovery and utilising community resources, the Community Support Worker is responsible for empowering and supporting people with mental health and addictions issues to live in the community in a setting which promotes self-confidence, independence and choice.

The tasks and supports are varied and will depend on the needs and aspirations of each person.

- Work within strengths based framework that promotes and embraces recovery and integration for whaiora.
- Maintain consistent work practices based on treatment guidelines from the referring service and or specialist.
- Maintain internal treatment guidelines from Clinical Supports and or Team Leader – Service Care and Delivery.
- Kaupapa Māori - Using the principles of strength-based recovery and community resources, actively work with Tangata Whaiora and their whanau to achieve identified goals and support needs.
- Support – Ensure delivery of specified services as per contracts with funding bodies and the requirements of the National Mental Health Standards.
- Administration – Perform administrative functions to support the values and service delivery for the organisation, Tangata Whaiora, and the team.
- Health and Safety - Meet both yours and the organisations health and safety obligations by adhering to standards of performance and communicating policy and process.

Key Relationships

- The CEO
- Kaumatua, Kuia and Kaitiaki Māori
- Executive Management Team
- Leadership Team
- Mahitahi Trust Kaimahi
- Mahitahi Trust Whaiora
- Tangata Whaiora and their Whanau
- Suppliers/ Contractors
- CMDHB/ADHB stakeholders
- Relevant regulatory and government bodies, including MOH, DHBs
- The Board (if required).
- Other stakeholders as directed

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
Build and maintain an active interest in whaiora lives, building rapport and identifying and acting on factors that may influence whaiora recovery	<ul style="list-style-type: none"> • Ensures that Tangata Whaiora are respected and treated with dignity at all times. • Develops effective and approachable relationships with Tangata Whaiora and their whanau, and continually strives to improve service delivery while focusing on Tangata Whaiora recovery • Ensures the Whaiora fully understands the role of the Community Support Worker and feels encouraged and comfortable seeking contact and assistance • Reports any risk or concerns to the Service Lead and/or Service Manager 	<p>Positive Stakeholder feedback (internal/external)</p> <p>Stakeholders report that they understand the role and purpose of the Community Support Worker position</p> <p>Outcome of reporting evidences that risk's/concerns were actioned in a timely manner</p>
Kaupapa Māori - Using the principles of strength-based recovery and community resources, actively work with Tangata Whaiora and their whanau to achieve identified goals and support needs	<ul style="list-style-type: none"> • Ensures that Mahitahi Trust's 8 Pou are integrated in all aspects of your mahi 	<p>The organisations RBA Framework will provide evidence that Nga Pou E Waru is embedded into work practices and documentation</p> <p>Demonstrates sensitivity to cultural complexity in the workforce and whaiora population</p>
	<ul style="list-style-type: none"> • Works collaboratively with Tangata Whaiora (and any identified key stakeholders) to support the Tangata Whaiora to achieve their self-identified goals (<i>housing, financial management, health, living, educational and employment needs</i>) and aspirations 	<p>Goal plans are formally reviewed every 6 weeks (and in between as need arises)</p> <p>Communicates and continuously evaluates individual needs for Tangata Whaiora</p>
	<ul style="list-style-type: none"> • Encourages adoption of habits and routines that are conducive to a higher quality of life 	<p>Tangata Whaiora are enrolled with a GP of their choice</p>

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
	<ul style="list-style-type: none"> Ensure the adherence to any Clinical directives that arise from Nurses, GP's and Clinical Specialists e.g. blood tests, specialist appointments/reviews. 	<p>Tangata Whaiora have annual and/or 3 monthly health checks</p> <p>Tangata Whaiora checks/reviews are current and documented and any follow up action is implemented</p>
	<ul style="list-style-type: none"> Completes 28 face to face hours of meaningful contact with Tangata Whaiora per week. 	<p>28 face to face hours are consistently met each week</p>
	<ul style="list-style-type: none"> Progress notes are timely and accurate 	<p>Ensures that Progress Notes are accurate and entered in the Trusts' Client Management System (CMS) within 24 hours.</p>
<p>Support – Ensure delivery of specified services as per contracts with funding bodies and the requirements of the National Mental Health Standards</p>	<ul style="list-style-type: none"> Establishes and maintains healthy and positive relationships with all external stakeholders Supports best practices to ensure contractual compliance across all levels of Mahitahi e.g. PRIMHD, RBA, Performance Monitoring Returns etc) 	<p>Positive Stakeholder feedback (external)</p> <p>Correct reporting protocols are observed and contractual reporting is accurate and timely.</p> <p>Our services have demonstrable impact on whaiora, whanau and the community.</p>
<p>Administration – Perform administrative functions to support the values and service delivery for the organisation, Tangata Whaiora, and the team</p>	<ul style="list-style-type: none"> Supports all referral processes in accordance with policies and procedures. Ensures all case management processes are followed in accordance with policies and procedures. Tangata Whaiora work meets the National Mental Health Standards Maintains a positive and active presence in the community in order to increase access to local resources Attends and participates in relevant meetings pertaining to whaiora, external networks and Mahitahi Maintains knowledge of relevant Acts and regulations e.g. Health and Disability, Privacy and Health Information, Mental Health Act/s, 	<p>Kaimahi Nominations</p> <p>Positive Stakeholder feedback (internal/external)</p> <p>Positive Kaimahi Performance Profiles</p>

KEY RESPONSIBILITIES	PERFORMANCE INDICATORS	EXPECTED OUTCOMES
	Health and safety etc.	
Effective and efficient resource utilisation	<ul style="list-style-type: none"> Resources utilisation is in accordance with policies and procedures. 	<p>Resources are managed effectively and within budget</p> <p>Damage to resources are minimal</p>
Demonstrate an awareness of key national documents, initiatives, strategies and their relevance to service provision both at a local and national level	<ul style="list-style-type: none"> Promotes an awareness of key national documents/initiatives/strategies and their relevance to service provision 	Correct protocols are observed
Professional Development	<ul style="list-style-type: none"> Works in partnership with the Team Leader – Service Care and Delivery to identify personal learning needs and to ensure personal competence to perform the activities of the CSW role Demonstrates competence in computer skills and utilisation of computer programmes 	<p>Attends mandatory and role specific training as arranged and regularly reviews learning objectives</p> <p>Participates in a personal annual performance development process</p>
Promotes the professional discipline within the team	<ul style="list-style-type: none"> Supervision occurs in accordance with Mahitahi policy 	Active participation in supervision (Kaimahi Performance Profile)
Te Tiriti o Waitangi Obligations	<ul style="list-style-type: none"> Ensures the professional integrity of Mahitahi Trust by carrying out all functions in compliance of the Te Tiriti o Waitangi and by demonstrating a serious commitment to keeping the Treaty alive 	Demonstrates an understanding of the Principles of Te Tiriti o Waitangi and is able to translate how these relate to the development and application of service specific initiatives for Māori and non-Māori

Tikanga/Cultural Competency

Accountability and Expected Target

- Understanding of te reo Māori me ona Tikanga Māori
- Acknowledge and incorporate Mahitahi Trust's eight Pou into all areas of day to day duties and responsibilities
- Display a willingness to work positively with organisational strategies to improve health outcomes for Māori
- Affinity to working with Kaimahi, Tangata Whaiora and Whanau
- Contribute to an inclusive learning environment that acknowledges uniqueness as part of the whole

Health, Safety and Security

Accountability and Expected Target

- Meet health and safety obligations for the business, ensuring personal safety in differing work environments for all employees and contractors
- Provide active input to all Health and Safety meetings, processes and practices
- Undertake all work in a safe manner and follow all company and workplace Health and Safety procedures
- Follow procedures in relation to the correct operation of equipment and the use of PPE (Personal Protective Equipment) when required
- Adhere to the Health and Safety policies and procedures of Mahitahi Trust at all times
- Accurately report incidents and accidents within 24 hours of an incident occurring

Quality Assurance

Accountability and Expected Target

- Work with Mahitahi Trust to define and implement strategies to support continuous quality improvement for the organisation, Tangata Whaiora and the team
- Actively participate in and contribute to internal and external quality improvement activities as required.
- Educate / inform according to best practice guidelines and training
- Work closely with Mahitahi Trust to identify opportunities for continuous quality improvement in the delivery of services
- Actively contribute to continuous quality improvement activities ensuring that Tangata Whaiora and Whanau needs are met and exceed their expectations
- Adhere to the Policies and Procedures of the Organisation at all times
- Contribute to the organisations Tikanga Best Practice Guidelines (policies and procedures)

Smoke Free NZ 2025

Accountability and Expected Target

- Actively and positively promote smoke-free initiatives
- Comply with the Smoke Free Environment policy at all times
- Complete and keep up to date any and/all Smoking Cessation training as required

Service delivery:

- Record the smoking status, brief intervention and cessation referral information into the Trusts CMS (Client Management System) at entry and review this information every six months thereafter

Person Specification

Community Support Worker

Essential Qualifications and Experience

The Community Support Worker will have a minimum Level 4 Mental Health qualification or **similar desired**, (In exceptional circumstances should you not have this qualification; the organisation may at its discretion support you to obtain this) and/or 3+ years' experience of relevant health services delivery, especially within Māori Health, Mental Health and Addictions services.

Essential Skills and Competencies

- Excellent verbal and written communication skills
- Strong problem solving ability
- Highly value driven and quality orientated
- Ability to work in high pressure situations, maintaining composure
- High attention to detail from reporting to assessing likely issues
- Ability to work across the lifespan, including alongside youth and senior whaiora
- Ability to identify and mitigate risk
- Manages time effectively to achieve desired results
- Displays professional positive attitude to maintain appropriate standards
- Strong inter-personal skills - ability to build rapport with Tangata Whaiora and provide encouragement
- Ability to work cohesively and effectively with other team members
- Flexibility – ability to work with a varying Tangata Whaiora base recognising the unique circumstances of each individual
- Ability to identify needs and provide appropriate support
- Relationship management skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders
- Understanding of Te Reo me ona Tikanga
- Experience in working in a values based culture where values determine culture, practice and function as a part of everyday operation
- Demonstrates ability to facilitate meaningful engagement with communities and colleagues, is able to develop and provide presentations across a wide range of settings and audiences, is able to effectively influence colleagues and drive change;
- Consistently practices in a culturally safe way, recognising and respecting the boundaries of the professional relationship.
- Fully conversant with relevant legislation, standards and regulations and their practical application
- Proven ability to challenge in a proactive way without creating a negative environment
- Demonstrated ability to learn and adapt in a fast changing and vulnerable environment
- Knowledge of relevant agencies and services, and the NZ State organisation funding processes
- Ability to work after hours and weekends when needed

Miscellaneous

- Demonstrate flexibility and willingness to adapt to change as a result of changes and development within the wider Health sector
- Other duties reasonably within the capability of the employee may also be required from time to time. The employee's duties may be altered following consultation with the employee

Technical Skills

- Fully conversant with the Microsoft suite of office based software
- Full, current and clean New Zealand driver's licence

Consultation

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