

# Mahitahi Trust

Ma te mahi tahi ka whiwhi ora  
People together nurturing wellness

## POSITION DESCRIPTION

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<b>POSITION TITLE:</b>	Residential Support Worker
<b>LOCATION:</b>	Mahitahi Trust Residential House
<b>REPORTS TO:</b>	Team Leader – Integrated Health Services
<b>HOURS OF WORK:</b>	As per Employment Agreement
<b>DATE PREPARED:</b>	November 2016

### 1. About Mahitahi Trust

Mahitahi Trust was established as a charitable trust on 24<sup>th</sup> May 1997 and had three main objectives in mind:

1. To provide and strive for improved community- based care facilities and services for people in the community with a disability
2. To foster community collaboration to assist in the improvement of the general wellbeing of people with disabilities
3. To provide cultural and socially appropriate programmes for those with disabilities which meets the needs under the framework of Te Whare Tapa Wha model

Originally conceived as a health organisation, Mahitahi Trust now delivers a diverse range of services comprising community based Maori mental health services, social services and training and education services. These services are targeted specifically at Tangata Whaiora or those caring for and working with Tangata Whaiora and their whanau.

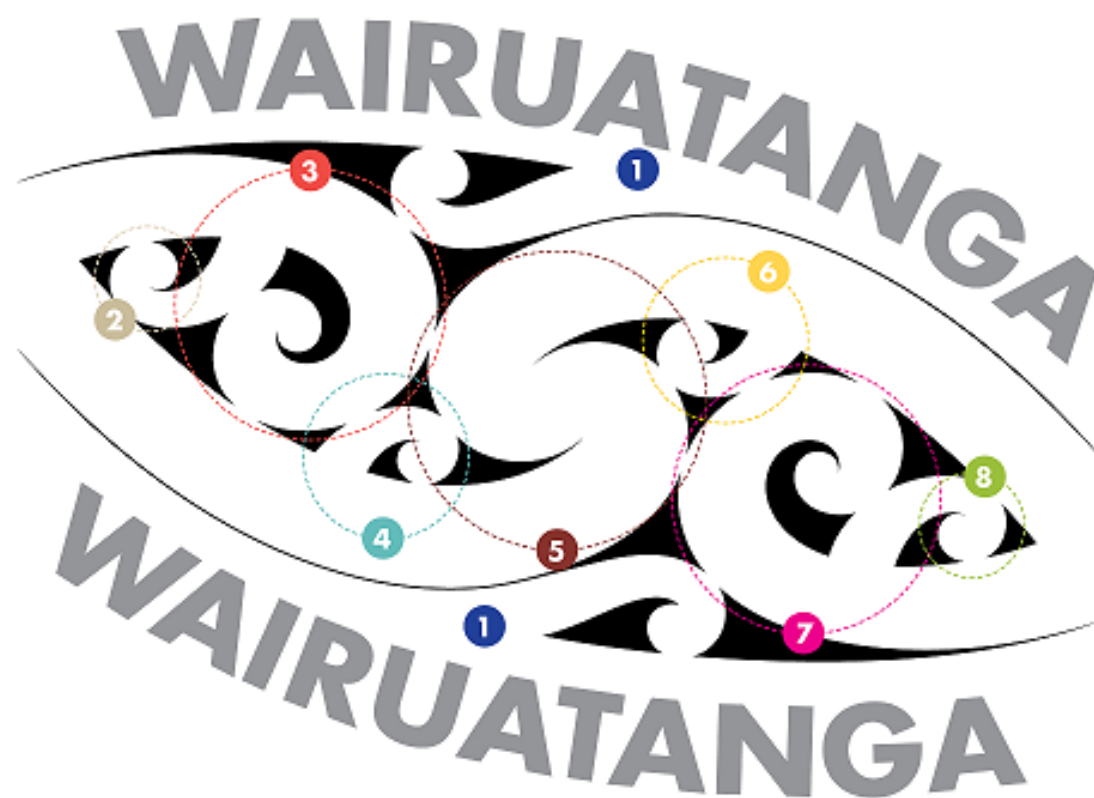
Mahitahi Trusts continued growth and success as a midsized Maori mental health organisation can be attributed to a number of key success factors. These include:

1. The intrinsic belief that Maori models of health care and services will result in better health outcomes for tangata Whaiora and their whanau
2. A commitment to developing the organisations workforce through Tikanga based training , professional development and gaining national qualifications
3. A commitment to instituting professional standards for governance and management that recognises excellence in decision making and performance
4. A consumer driven focus to service delivery, improvement and change, with consumer representation and involvement in all levels of the organisation
5. A commitment to collaborate with other organisations and providers to ensure that tangata Whaiora are supported throughout their recovery journey
6. The implementation and integration of Kaupapa Herenga throughout all services

## 1.1 Mahitahi Trust Adheres to the following Kaupapa Herenga

# TE AWA AO HOU

- 1** The koru on top of the logo represents **Wairuatanga** – acknowledgement of the beginning and end of all things and the intimate connections to environments.
- 2** **Manaakitanga** – allowing the journey to develop and to be nurtured in mana enhancing ways.
- 3** **Rangatiratanga** – representing the empowerment of individuals to determine their own pathway.
- 4** The smaller koru shows **Te Ahi Kaa Roa** – that which keeps the home fires burning aha koa te aha, ko matou tera, nga kaimahi.
- 5** The current that flows through this symbol represents **Whanaungatanga** that of which is not limited to whakapapa but extends to establishing and maintaining relationships to a wider set of acquaintances.
- 6** **Kaitiakitanga** – ensuring the active practice of responsibility with Tangata Whaiora, whanau and communities.
- 7** **Matauranga** – holds the korero “Ma te mahi tahi ka whiwhi ora” and represents the flow of knowledge from all directions as depicted by all the open connections between the koru.
- 8** The smaller koru **Mahi Ngatahi**, working together to achieve outcomes.



## 2. Objectives of the Iwi Based Solutions Service

2.1 The service will support tangata whai ite ora with a mental illness/co-existing disorder to [re]create their aspirations, and move towards realising their potential through offering support that will:

1. Enable them to live full and participatory lives (as much as possible) within the community
2. Assist their identifying and achieving their goals in terms of employment, friendships, cultural, spiritual and whanau connections
3. Assist people in developing / gaining skills, and provide the support that will strengthen their identity and knowledge of tikanga Māori, enhance their quality of life, including achieving maximum wellness in the community.
4. Aim to maximise and mobilise the strengths of tangata whai ite ora, their whanau and other natural supports in the community.
5. Assist their identifying, accessing and successfully living in housing and community that will best meet their needs (within the constraints of affordability)
6. Maximise their mental health wellbeing sustainably
7. Deliver services within the whanau ora framework as defined by Ngati Whatua within its whanau ora plan

## 3. The Position

### 3.1 Purpose of the Position

Using the principles of strength-based recovery, ensure that the day to day needs of tangata whai ite ora are met.

To provide a homely environment where all participate and work together.

KEY ACCOUNTABILITIES:	KEY PERFORMANCE INDICATORS:
1. Ensures that the day to day needs of tangata whai ite ora are met	<ul style="list-style-type: none"> <li>• Tangata whai ite ora work meets National Mental Health Standards.</li> <li>• Tangata whai ite ora participate in assisting with cooking and household chores.</li> <li>• Tangata whai ite ora personal cares e.g. hygiene , presentation, health needs etc are of a high standard</li> <li>• Medication is managed without error</li> <li>• Scheduled appointments are attended</li> <li>• Concerns are reported in a timely manner</li> <li>• Whanau are included in the tangata whai ite ora lives</li> <li>• Tangata whai ite ora participates in planned activities</li> <li>• To be actively engaged with tangata whai ite ora e.g. communicates and participates in household activities while on shift.</li> </ul>

<p>2. Documentation is accurate and up to date</p>	<ul style="list-style-type: none"> <li>• Daily progress notes adhere to relevant policies e.g. Documentation and Management of Tangata whai ite ora files, Health Information Policy, Privacy Policy, Informed Consent Policy etc</li> <li>• Recovery and Care plans are completed and reviewed as required.</li> <li>• Incident reports are completed as required.</li> <li>• Other reports are accurate and timely</li> </ul>
<p>3. Develops effective and approachable relationships with tangata whai ite ora and their whanau, to achieve identified goals and support needs</p>	<ul style="list-style-type: none"> <li>• Encourages whanau involvement</li> <li>• Manages individual relationships effectively.</li> <li>• Has evidence that identified goals have been achieved</li> </ul>
<p>4. Ensures each tangata whai ite ora Recovery and care plan is appropriately managed by working closely with clinical teams, Support Workers, Key workers and other relevant service providers and services.</p>	<ul style="list-style-type: none"> <li>• Identified support hours are used efficiently</li> <li>• Effective and timely communication about individual needs takes place.</li> <li>• The needs of tangata whai ite ora/whanau are re-evaluated on a regular basis.</li> <li>• A positive and professional approach is presented on behalf of Mahitahi Trust. Maintains a good awareness of what resources are available in the community.</li> </ul>
<p>5. Establishes positive working relations and works collaboratively with ADHB clinical representatives and other key workers and team members and attends relevant meetings, including monthly inter-departmental.</p>	<ul style="list-style-type: none"> <li>• Measured by colleague, ADHB clinical representative, external agency and community group feedback.</li> <li>• Involvement and participation at meetings.</li> </ul>
<p>6. Acts as the face of service delivery to tangata whai ite ora and their whanau, staff, external agencies and other groups.</p>	<ul style="list-style-type: none"> <li>• Effective relationships are developed and maintained with external agencies and key stakeholders.</li> </ul>
<p>7. Actively supports cultural awareness within the organisation.</p>	<ul style="list-style-type: none"> <li>• Adheres to Ngati Whatua Tikanga</li> <li>• Supports Mahitahi Trust's cultural processes and range of services, referring tangata whai ite ora, where necessary, for specialised support.</li> <li>• Service provision for Maori takes into account the Maori concepts of health and wellbeing.</li> </ul>
<p>8. Complies with all Mahitahi Trust's policies and procedures.</p>	<ul style="list-style-type: none"> <li>• All policies and procedures are complied with particular emphasis on documentation, service delivery and health and safety.</li> </ul>
<p>9. Identifies and acts on any potential risks, crises or issues associated with tangata whai ite ora, service delivery, colleagues or within Mahitahi Trust's property.</p>	<ul style="list-style-type: none"> <li>• Demonstrates risk awareness and plans to mitigate any potential problems or refers such risks/issues/crises to the Manager.</li> <li>• Incidents are correctly reported.</li> </ul>
<p>10. Maintains a safe environment for tangata whai ite ora and staff as determined by HADSS (Health and Disability Service Standards), emergency planning and Health and Safety Standards.</p>	<ul style="list-style-type: none"> <li>• All HADSS, emergency planning and Health and Safety Standards are complied with.</li> </ul>
<p>11. Actively participates in on-going training and development, supervision (individual and group), and performance reviews.</p>	<ul style="list-style-type: none"> <li>• Training and development, supervision, and performance reviews are completed.</li> </ul>

<p>12. Actively participates in Quality initiatives as required.</p>	<ul style="list-style-type: none"> <li>• Works with Mahitahi Trust to define and implement strategies to support continuous quality improvement for the organisation, tangata whai ite ora, and the team.</li> <li>• Educate/ inform according to best practice guidelines and training.</li> <li>• Works closely with Mahitahi Trust to identify opportunities for continuous quality improvement in the delivery of services.</li> <li>• To adhere to the Policies and Procedures of the Organisation.</li> <li>• To contribute to the formation of Policies and Procedures.</li> </ul>
<p>13. Identifies and acts on individual safety and responsibility that identify, eliminate, isolate or minimise hazards in the workplace.</p>	<ul style="list-style-type: none"> <li>• To recognise your individual responsibility for health and safety under the Health and Safety Act 1992.</li> <li>• Will ensure own personal safety and working environment is maintained at a safe level.</li> <li>• To adhere to all workplace Health and Safety regulations.</li> <li>• Comply with infections control policies and procedures and best practice guidelines.</li> <li>• Will report any health safety/ infection control hazards.</li> <li>• Ensure a safe working environment and safe working practices for self, tangata whai ite ora and other staff.</li> <li>• Report any Health and Safety concerns to the appropriate people, Quality Assurance/ Team Leader. Contribute and adhere to Mahitahi Trust Health and Safety Policies and Procedures.</li> <li>• Will adhere to your Professional Body and Codes of Practice Standards (if applicable).</li> </ul>
<p>14. Undertakes other work as negotiated and agreed with the Service Manager.</p>	<ul style="list-style-type: none"> <li>• Other work is undertaken and completed.</li> <li>• Commitment and flexibility are demonstrated.</li> </ul>

#### 4. Relationships

##### 4.1 Internal/external:

- Tangata whai ite ora and their Whanau/families
- Mahitahi Trust colleagues
- Key workers in health and clinical services
- ADHB clinical representatives
- Mental health and addictions services providers, health providers and consumer groups, i.e. GPs, pharmacies and other health professionals
- Community groups and Government agencies
- Non-government organisation service providers
- Other key agencies i.e. WINZ, Banks etc.

#### 5. Person specifications:

##### 5.1 Qualifications and Knowledge

- National Certificate in Mental Health (Support Work), Minimum Level 4 Mental Health qualification or similar
- Have knowledge of relevant Acts
- Knowledge of, and experience in residential services

- Knowledge of recovery perspectives, and the skills to work in a recovery focused way, including the Te Whare Tapa Wha and WRAP models
- Knowledge of relevant mental health legislation, including National Mental Health Standards and the Mental Health Act
- Experience in mental health or relevant sector
- Has knowledge of relevant agencies and services (e.g. mental health social and other community based resources)
- Knowledge and experience of those who experience un-wellness
- Knowledge of Te Reo Maori and Tikanga
- Conversant in relation to the principles of the Treaty of Waitangi and bi-culturalism.

## 5.2 Skills & Abilities

- Inter-personal skills - ability to build rapport with tangata whai ite ora and their whanau and provide encouragement
- Ability to provide support to tangata whai ite ora and display patience and understanding
- Ability to work cohesively and effectively with other team members
- Flexibility – ability to work with a varying tangata whai ite ora base recognising the unique circumstances of each individual
- Administrative skills
- Time management skills
- Ability to identify family needs and provide appropriate support
- Is service delivery and people-centred focused
- Problem solving skills
- Ability to work under pressure
- Have a partnership approach
- Relationship management skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders
- Be able to work comfortable in an environment where the Treaty of Waitangi has important implications for service delivery.

## 5.3 Personal Qualities

- Positive
- Approachable
- Objective
- Responsible
- Willing to work with all kinds of people.

## 5.4 Equipment used and/or technology skills etc.

- Computer skills with the Microsoft suite of office based software
- Clean and full New Zealand driver's licence.

## 6. Environment:

Mahitahi Trust is an NGO (non-Government organisation) providing mental health and addiction services to a range of tangata whai ite ora in the community and in residential services in Auckland and South Auckland. From time to time you may be required to work across both areas.

I \_\_\_\_\_ have read and understand the terms set out in this Position Description and understand that it may change as the needs of the position evolve overtime

\_\_\_\_\_  
Employees Signature

\_\_\_\_\_  
Date