



Position Description

Position Title	Home Based Support Service (HBSS) – Support Worker
Date	January 2025
Approved by	Chief Executive Officer

Position holder	
Reports to	HBSS Kaitataki / Team Lead for day-to day matters. Overall, to the Whanau Engagement Manager.
Purpose of the position	The Support Worker; <ul style="list-style-type: none"> • is responsible for providing excellent home-based support services that allow Tuwharetoa Health clients to remain in their own homes. • will provide personal care and / or home management services in line with the clients' individualised support plans.

Working Relationships	
Internal – Tuwharetoa Health	External
<ul style="list-style-type: none"> ▪ HBSS Kaitataki / Team Lead and Home Based Support Service team ▪ Whanau Engagement Manager and team ▪ Chief Executive Officer (CEO) ▪ Chief Operating Officer (COO) ▪ Clinical Advisor ▪ Financial Controller and team ▪ Head of Data Science and IT team ▪ Operations Manager and team ▪ Pou Herenga / Te Tira Atamai Manager and team ▪ Project Lead ▪ Whanau, Pepi and Tamariki Manager and team ▪ Executive Management Team (EMT) ▪ Trustees 	<p>The client and their whanau</p> <p>Staff from other organisations that are working with the same clients [for example]</p> <ul style="list-style-type: none"> ▪ General Practice ▪ District Nursing Service ▪ Pinnacle Midlands Health Network ▪ Te Whatu Ora ▪ Hospice

Standard Attributes, Knowledge, and Skill	
Analytical Thinking and Problem Solving: Ability to both identify problems and use information to resolve them.	
Communication: Ability to clearly convey thoughts, both verbally and in writing, and to listen to and understands others.	
Confidentiality: Ability to maintain privacy and confidentiality in line with the Privacy Act (2020) and the Health Information Privacy Code (2020).	
Continuous Improvement: Ability to understand and implement a continuous improvement process in respect of one's own performance, and the organisation's processes and services.	
Cultural Appropriateness: Ability to provide culturally appropriate support to a wide range of clients. Knowledge and experience in Ngati Tuwharetoa Tikanga and Kawa are desirable.	
Health and Safety: Ability to work responsibly under the Health & Safety at Work Act 2015.	
Policies: Ability to become familiar with, and work in line with Tuwharetoa Health's policies.	
Relationship Development: Ability to build and sustain effective relationships both internally and externally.	
Self-Management: Ability to work autonomously and flexibly to achieve the purpose of the position and the goals of the organisation.	
Teamwork: Ability to work with others to achieve goals.	
Treaty of Waitangi: Knowledge of the principles of the Treaty and how these relate to the development of specific initiatives for Maori.	
Values: Ability to conduct themselves in line with Tuwharetoa Health's principles and values of Whanaungatanga (Spirit of Family), Manaakitanga (Spirit of Support) and Huhuatanga (Spirit of Service Excellence).	
Current Full New Zealand Driver License is essential.	

Position Specific Qualifications, Skills, and Experience	
Qualifications	<p>National Certificate in Health and Well Being (Foundation Skills) Level 2 to be attained within 6 months of beginning in the support worker role.</p> <p>It is expected that the support worker will continue on to attain National Certificate in Health and Well Being (Foundation Skills) Level 3 within 2 years of beginning in the role.</p>
Knowledge and skill	<p>The support worker will participate in the full orientation / induction programme at the beginning of their employment.</p> <p>The support worker will participate in all scheduled training sessions provided for support workers by Tuwharetoa Health.</p> <p>Training will include but is not limited to</p> <ul style="list-style-type: none"> • Infection Control • Medication Management • Privacy • Manual Handling • First Aid / CPR

Main Responsibilities
To deliver support to Tuwharetoa Health's Home Based Support Service clients at the scheduled times and in accordance with the Support Plan.
To be aware of and follow all Tuwharetoa Health's organisational policies as they apply to the Home Based Support Service.
To communicate with the HBSS Coordinator and Kaitataki / Team Lead about any client related concerns
All incidents/near misses are reported to the HBSS Coordinator and Kaitataki / Team Lead on the day they occur.
Client complaints are reported and dealt with in line with Tuwharetoa Health policies
To uphold the Code of Health and Disability Services – Consumer Rights
To participate in training as outlined above.
To ensure that the support worker receives prompt payment of their wages it is their responsibility to: <ul style="list-style-type: none"> ▪ Collect timesheets from the Tuwharetoa Health office. ▪ Have each client sign the timesheet every time the work is completed. ▪ Return timesheets to Tuwharetoa Health by the 9am Monday deadline. ▪ Inform the Coordinator, Team Lead, or Hub Coordinator of any changes to the dates and times on the timesheets

Key Accountabilities		
Main Responsibilities	Key Accountabilities (Key areas of focus)	Tasks (How it is achieved)
To deliver support to Tuwharetoa Health's Home Based Support Service clients at the scheduled times and in accordance with the Support Plan.	<ul style="list-style-type: none"> • To ensure clients receive timely support • To encourage and support clients to be as independent as possible. • Support workers will assess and report on skin integrity at every opportunity. 	<p>The exact nature of the support will be detailed on the Support Plan but may include</p> <ul style="list-style-type: none"> • Toileting • Bathing or showering • Dressing • Hair care, teeth cleaning • Meal preparation • Medication support • Household management <p>If the Support Plan is not available or current the Support Worker will notify the HBSS Kaitataki / Team Lead or Coordinator immediately.</p>
To be aware of and follow all Tuwharetoa Health's organisational policies as they apply to the Home Based Support Service.	<ul style="list-style-type: none"> • Read and follow Tuwharetoa Health's organisational policies as directed by the HBSS Kaitataki / Team Lead or Service Manager at orientation. • Attend policy update sessions when they are conducted. 	
To communicate with the HBSS Team Leader about any client related concerns	<ul style="list-style-type: none"> • The support worker will report to the HBSS Kaitataki / Team Lead or Coordinator any variation for the client's expected state, or when client needs alter. 	
All incidents/near misses are reported to the HBSS Kaitataki / Team Lead or Coordinator on the day they occur.	<ul style="list-style-type: none"> • The support worker will report any incidents or accidents to the HBSS Kaitataki / Team Lead or Coordinator and complete an Incident Report . 	
Client complaints are reported and dealt with in line with Tuwharetoa Health policies	<ul style="list-style-type: none"> • The support worker will ensure that the clients is aware of how to complain to Tuwharetoa Health and assist them to do if required. 	

Key Accountabilities		
Main Responsibilities	Key Accountabilities (Key areas of focus)	Tasks (How it is achieved)
To uphold the Code of Health and Disability Services – Consumer Rights	<ul style="list-style-type: none"> The support worker will be aware of, and act in accordance with the Code. 	