

POSITION DESCRIPTION

Title:	Service Worker
Division/Department:	Enliven
Company:	Presbyterian Support Southland
Reports to:	Care Home Manager
Direct Reports:	N/A
Significant Working Relationships:	<ul style="list-style-type: none"> • Clinical Managers • Clinical Coordinator • Registered Nurses • Enrolled Nurses • Health Care Assistants • Other site staff (kaimahi) • Kaumātua (Residents) and their whānau (family)

CHARTER

Our **vision** is a community where all people can make the most of their strengths and feel included, valued, and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

Our Values:

- **Respect** – Manaaki: Respect for our heritage.
- **Compassion** – Aroha: Compassion with empathy.
- **Family** – Whānau Whānui: Celebration of family.
- **Community** - Iwi whānau/Hāpori: Communities that make a difference.
- **Accountability** – Whakatau tika: Holding ourselves accountable.

Te Tiriti o Waitangi

Enliven Presbyterian Support Southland is committed to working in a multi-cultural way and affirms the place of Māori as Tanga Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Te Tiriti o Waitangi

Mo te tunga - about the role: To provide holistic support in the lives and wellbeing of our Kaumātua who choose to live in our Care Homes.

Position Purpose and Primary Objectives

Understanding the role:

This job description contains accountabilities for our Service Workers.

- This is a job that supports the wider team by ensuring our Kaumātua (residents) receive high quality service.
- The delivery of food and drinks to individual rooms, while ensuring our Kaumātua can enjoy their breakfast and morning tea in a timely manner.
- Keeping our Kaumātua room tidy and linen changed is another important part of the role. It is essential that our Kaumātua are in a clean and tidy environment.
- This is also an opportunity to chat and check that our Kaumātua are okay and advise the nursing team of any concerns.
- You will follow a task card that will schedule your tasks for the morning. This will include but not limited to the daily routine required to support our Kaumātua.

Hours

Rostered Duties

Person Specification

Experience, Knowledge, and Skills

- Entry Level: no experience required.

Personal Qualities

- Treat everyone with respect and dignity
- Ability to work independently.
- Always work within professional boundaries
- Develop and maintain positive relations within the workplace.
- Behaviour aligns with Enliven philosophy and Presbyterian Supports Southland Charter
- Encouraging Kaumātua to be as independent as possible
- Always respecting the confidentiality of both personal information, inside and outside the workplace
- Demonstrating good time management skills and being able to prioritise effectively.
- Demonstrating initiative and getting on with whatever needs to be done.

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.

Nga Kawenga: Responsibilities, Key Tasks and Performance Measures:
<p align="center">Support our Kaumātua to be independent as much as possible, while delivering high standard of individual care</p>
<p>Successfully Demonstrated by:</p> <ul style="list-style-type: none"> • Understand and provide care needs as per task card. • Perform the following tasks in a way that ensure kaumātua are shown dignity, privacy, and respect for all personal preferences. <ul style="list-style-type: none"> ○ Delivery and serving of food and fluids ○ Tidy rooms and take out old magazines, newspapers, flowers etc ○ Change bed linen as per schedule ○ Support team with folding hand towels and facecloths and deliver to Kaumātua rooms ○ Collection of dishes from Kaumātua rooms
<p align="center">Manaaki: Respect and dignity Aroha: Compassion with empathy</p>
<p>Successfully Demonstrated by:</p> <ul style="list-style-type: none"> • Ensure all kaumātua and their whānau are treated with dignity and respect and ensure kaumātua feel that they are living in their own home. • Interact with kaumātua by providing them with high standard of service that meets all their individual needs. • Provide privacy, always knock on door before entering and introduce yourself to the kaumātua on entering. • Support kaumātua to practice their cultural preferences. • Welcome whānau and support a positive visit with the kaumātua. • Ensure all communication with other health professionals, colleagues, whānau and kaumātua is professional and respectful.
<p align="center">Whānau: Celebration of family</p>
<p>Successfully Demonstrated by:</p> <ul style="list-style-type: none"> • Develop trusting, professional relations with the kaumātua and their whānau and friend while maintaining professional boundaries. • Demonstrate commitment to Enliven Presbyterian Support Southland vision and values and promoting its good reputation through appropriate behaviours. • Welcome whānau and support a positive visit with the kaumātua.
<p align="center">Whakatau Tika: Holding ourselves accountable. Support our kaumātua by working as a team, looking after yourself and others</p>
<p>Successfully Demonstrated by:</p> <ul style="list-style-type: none"> • Arrive and leaves work at the correct time. • Gives adequate notice if unable to attend work due to illness. • Follows policy and procedures, Code of Conduct and kaimahi (staff) handbook. • Helps other kaimahi. • Always maintain respectful and professional communication with other kaimahi. • Follows health and safety procedures and reporting.

- Understand and meet your personal obligations under the health and safety work act 2015.
- Attends and or completes mandatory training within the required timeframes.
- Asks if unsure what anything means or how to undertake an activity.
- Keeps rested and healthy and takes annual leave.
- Identifies and reports hazards and knows how to minimise risk.
- Taking responsibility for personal health and safety.
- Maintaining a high standard of personal hygiene, for example:
 - Careful and diligent hand-washing techniques used at all times.
 - Fingernails clean and free from nail varnish.
 - Jewellery removed.
 - Work garments are fresh and clean at all times

Other duties

Performance Expectations:

(a) Performs other such duties as may be reasonably required by the Manager.

Successfully Demonstrated by:

- Representing Presbyterian Support Southland/Enliven in polite and professional manner at all times.
- Completing any other tasks or responsibilities reasonably delegated or assigned by the Manager.

Expectations of all PSS employees

Communications / Interpersonal relationships	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience.
Performance development and learning	<ul style="list-style-type: none"> • Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role.
Continuous improvement	<ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSS is committed to achieving the highest level of health and safety for its kaimahi and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> • All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. • You are expected to work safely and to actively participate in health and safety programmes in your work area. • All accidents or potential hazards must be reported to your direct line manager
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSS is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.

The role description will be reviewed regularly for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

I have read, understood, and accept this position description.

_____ (Position Holder)

_____ (Date)

_____ (Manager)

_____ (Date)

Skills and Behaviours:

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

RESPECT MANAAKI

Respect for our heritage

COMPASSION AROHA

Compassion with empathy

WHĀNAU WHĀNAU WHĀNUI

Celebration of whānau

COMMUNITY IWI WHĀNUI/HĀPORI

Communities that make a difference

ACCOUNTABILITY WHAKATAU TIKA

Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

Communication

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a credible way that holds the audience's attention, including readers and in group and one-to-one situations.

Client Focus

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a cooperative, respectful manner with colleagues, clients, and wider community.

Self Determination

Maintains a high level of drive with a positive attitude and enthusiasm toward hard work and meeting challenges.

Teamwork

Working positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

Accountability

Takes personal responsibility and accountability for own work and performance. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

Self-Improvement

Takes responsibility for own development and actively pursues learning and development opportunities.

Planning and Organising

Sets clear objectives, plans, and organises work of self and team with defined action steps for achieving planned outcomes.

Problem Solving and Decision Making

Analyses problems, breaks into core parts, investigates, evaluates, and generates appropriate solutions.

Agreed by:

_____ (Job holder's signature)

_____ (Facility Manager's signature)

_____ Date