



Job Description Support Staff

Our Values	Respect and support for all people. Opportunities for personal growth for all people. An environment in which all people are proud to live and work.
Mission	Supporting people with learning disabilities to achieve their life choices
Vision:	My Life, My Choice

Position Purpose

The primary purpose of this role is to provide high-quality support that enhances the well-being and quality of life of the residents. Support Staff foster a safe, respectful, and positive environment, upholding the dignity and rights of each individual. This includes assisting adults with learning disabilities in the daily management of their home and encouraging active participation in their community. All duties are carried out under the guidance and oversight of the Manager

Key Relationships

Report to	Manager	External	Residents we support and their family/whānau
Responsible for	Nil		Allied Health Professionals
Internal	CEO		NASC
	Regional Manager		Audit Agencies
	Manager		Government Agencies
	Other Hawksbury Employees		

Position Delegations

Financial Delegation:	Responsibility for approving expenditure directly related to the performance of duties up to \$100.00.
Human Resources:	Nil

Key Responsibilities

Residents

- Actively promoting self-advocacy, self-confidence, independence, participation and choice, equality, diversity, and their rights
- Creating experiences that residents and their family/whānau value by ensuring that resident's needs are understood, and that appropriate supports are provided to meet those needs
- Proactively identify opportunities to provide residents with correct information, advice and suggestions to help them meet their needs in a friendly, knowledgeable, courteous and meaningful way

Empowering | Respectful | Compassionate | Understanding | Honest
Whakamana | Whakaute | Ngākau Aroha | Māramatanga | Matatika

Doc Title/Ref:	Job Description – Support Staff (HR-HR-JDSS)	Page 1 of 3
Review Date:	15 July 2027	
Version/Authorised by:	02, CEO	

- Ensure the residents are encouraged and supported to work towards reaching their goals and achievements through ongoing observations, assessments, monitoring and interactions
- Assist with the overall responsibility for resident’s health and welfare (wellbeing) enhance hauora
- Build and extend resident’s circles of support by developing and maintaining friendships and relationships in their community including involvement with family/whānau
- Ensure residents receive timely medical support and attend relevant appointments as appropriate.
- Encourage, support and or assist with
 - Personal cares including personal hygiene to ensure a high standard of care and physical appearance.
 - Administer medication in line with Hawksbury’s policy and procedure
 - Daily living skills e.g. gardening, cooking, shopping, finances etc
 - Active support – wherever possible ensure residents are involved
 - Communication and social skills
- Treat residents with respect and dignity always
- Promote appropriate opportunities for the residents you support to explore their cultural and spiritual connections
- Responsibility as a key worker (as required)
- Follow and adhere to the EGL Principles in all aspects of the resident’s life.

Health, Safety and Wellbeing

- Ensure best practice and documentation under the Health and Safety at Work Act
- Promote and participate in health and safety, maintaining a safe workplace, and ensuring that all equipment is used correctly at all times
- Follow behaviour management plans and report as required by thorough documentation
- Take practical steps to ensure a safe environment for the residents we support, other staff and stakeholders and utilise the risk management policies and procedures to mitigate any harm or workplace injury
- Record and report incidents and accidents that occur in the workplace in a timely manner, prior to the end of shift and take all practicable steps to prevent these events from happening again.

Finances

- Ensure there is thorough documentation relating to resident’s finances
- Support people with managing household and personal finances in accordance with Hawksbury Community Living Trust’s financial procedures.

General:

- Attends and participates in monthly team meetings as required.
- Attends and participates in training as required
- Maintain professional boundaries, integrity, image, attitudes and behaviour at all times.
- Positively promote Hawksbury and foster increased awareness and support for the organisation
- Adhere to legislative requirements and Hawksbury’s policy and procedures on confidentiality and the management of sharing information.

**Empowering | Respectful | Compassionate | Understanding | Honest
Whakamana | Whakaute | Ngākau Aroha | Māramatanga | Matatika**

Doc Title/Ref:	Job Description – Support Staff (HR-HR-JDSS)	Page 2 of 3
Review Date:	15 July 2027	
Version/Authorised by:	02, CEO	

Person Specification

A genuine commitment to our Mission, Vision, Values, Model of Support and to the well-being of the residents we support and our staff.

Qualification: Is willing to undertake Learning and Development to extend and enhance skills for the role
Full clean current New Zealand driver's licence

Experience: Preferred experience in the disability sector.
Qualifications in disability support and first-aid training would be an advantage
Experience working in a cooperative team environment

Skills & Competencies Interpersonal sensitivity (objective awareness of others, tactful interaction, ease in establishing limits
Genuine interest in supporting and enhancing the lives of the people being supported
Understanding of the disability sector
Positive, flexible, honest, confident, compassionate and respectful.
Natural problem solver, quick thinker and enjoy connecting with the community
Confidence in assisting with personal cares
Good English language ability (written and spoken)
Strong computer skills
Ability to listen actively
High level of organisational skills, ability to effectively prioritise and execute tasks
Flexible and a self-starter
Highly developed sense of integrity
Demonstrates a passion for excellence about the work that they do
Excellent Time Management skills

Job Description Acknowledgement

I have received, reviewed and fully understand the job description above.

Employee Name:		Date:	
Employee Signature:			

Empowering |
 Respectful |
 Compassionate |
 Understanding |
 Honest
Whakamana |
 Whakaute |
 Ngākau Aroha |
 Māramatanga |
 Matatika

Doc Title/Ref:	Job Description – Support Staff (HR-HR-JDSS)	Page 3 of 3
Review Date:	15 July 2027	
Version/Authorised by:	02, CEO	