



Hawksbury

Community Living Trust

Your life. Your way.

Nōu te Oranga, Māu e Whakarite

Job Description 2IC 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 intellectual disabilities to achieve their life choices.
Vision:	Your Life Your Way

Position Purpose

Your primary role is to enhance the quality of life for the residents we serve while embodying Hawksbury's values in all aspects of your work.

You'll assist the Manager in the daily operations of the home, stepping into a leadership role when needed. Providing guidance and support to both residents and colleagues, you'll create a nurturing environment by leading through example. Upholding respect, dignity, and advocacy for residents' rights, you'll maintain a positive atmosphere within the home.

Additionally, you'll play a crucial role in supporting adults with Learning Disabilities in managing their daily routines and engaging with their community.

Key Relationships

Report to	Manager	External	Residents we support and their family/whānau.
Responsible for	Support Staff		Allied Health Professionals
Internal	CEO		NASC
	Regional Managers		Audit Agencies
	Clinical Quality Lead		Government Agencies – MoH, MSD
	Quality & Systems Manager		
	Other Hawksbury Employees		

Position Delegations

Financial Delegation:	Responsibility for approving expenditure directly related to the performance of duties up to \$500.00.
Human Resources:	Has responsibility for staff when the Manager is unavailable.

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Key Responsibilities

Residents

- Actively promoting self-advocacy, self-confidence, independence, participation and choice, equality, diversity and rights
- Creating experiences that people and their family/whānau value by ensuring that residents needs are understood, and that appropriate support 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 efficient way
- Ensure the residents Hawksbury support are working towards reaching their dreams and aspirations through ongoing observations, assessments, monitoring and interactions.
- Assist with the overall responsibility for residents' health and welfare (wellbeing)
- Build and extend people's circles of support by developing and maintaining friendships and relationships in their community including involvement with family and 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 good 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
 - Communication and social skills
 - Challenging as they arise
- Treat residents with respect and dignity
- Promote appropriate opportunities for the people you support to explore their cultural and spiritual connections.
- Responsibility as a key worker (as required)
- Ensure there is thorough documentation for residents on their profiles, personal support plans and other relevant plans.
- That relevant documentation is passed onto people including their family/whānau, staff and other agencies.
- Refer residents to allied health providers/agencies for additional support and ensure people receive timely medical support and attend relevant appointments as appropriate.
- Assist and participate in annual reviews for the residents in accordance with the manager.
- Build and maintain relationships and friendships for the people we support.
- Ensuring we are following the EGL principles.

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 always used correctly.
- Take practical steps to ensure a safe environment for the people 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 and take all practicable steps to prevent these events from happening again.
- Ensuring that all staff and contractors understand and accept their responsibilities to adhere to and promote a safe and healthy workplace.
- Review and sign off all monthly Health and Safety checklists in the absence of the Manager or at Manager's request.

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Finances

- Ensure there is thorough documentation on resident's finances.
- Support residents with managing household and personal finances in accordance with Hawksbury's financial procedures.

Quality and Risk Management

- Quality and Risk Management of the home(s) which includes completion of incident reports, identification of risks and ensuring accurate documentation.
- Demonstrate sound understanding of organisational policies and procedures and ensure they are applied and adhered to by staff.
- Quality activities are proactive in identifying areas of concern and any corrective actions identified are implemented.

Leadership

- Provide vision and purpose to staff in a way that they can understand, and actively contribute to, in their role.
- Actively coach and mentor staff and encourage peer support and knowledge sharing.
- Role model for staff by being seen to follow and promote adherence to all policies and procedures.
- Actively promote and support the development of a performance-based team that focuses on culture, commitment and continuous improvement
- Lead by example by being a role model in the areas of personal presentation, professional behaviour and management practices while leading your team.
- Identify and attend to issues in a timely and effective manner.
- Acknowledge the positive contributions of others.
- Foster collaborative and conscientious communication to ensure that staff feel empowered.

Human Resources

- Lead the Orientation and Induction of team members in consultation with your Manager to meet current and future Organisational needs.
- Report HR issues in a timely manner to the Manager and or Regional Manager
- Support Regional Manager with annual performance review process and direct reports.
- Establish effective staff relationships that promote communication and motivation.
- Demonstrate effective delegation of tasks to appropriately skilled staff.
- Be responsible for and ensure all staff in accordance with Hawksbury Community Living Trusts policies and procedures are coached and mentored.

General:

- Attends and participates in monthly team meetings as required.
- Attends and participates in training as required.
- Maintain professional boundaries, 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.

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Person Specification

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

Qualification: New Zealand Certificate in Health and Wellbeing (Support Work) (Level 3) or equivalent.
Full clean current New Zealand driver's licence

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

Skills & Competencies Interpersonal sensitivity (objective awareness of others, tactful interaction, ease in establishing limits)
Positive, flexible, vibrant, 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
Is able to give and receive support and advice.
Proven ability to resolve problems and find ways forward.
Flexible and a self-starter
Excellent Role Model
Demonstrates a passion for excellence about the work that they do.

Job Description Acknowledgement

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

Employee Name:		Date:	
Employee Signature:			

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