



# Support Worker

## Position Description



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## ABOUT PATHWAYS

Pathways was formed in 1989 by a group of community organisations and individuals concerned about the homelessness for people in the Waikato with mental illness. Pathways is registered as a charitable company.

With the recognition that people do recover and their needs change, Pathways has continued to evolve and develop a wide range of innovative support choices, looking for inspiration from people using Pathways' services, employees and families, and to examples of best practice elsewhere in New Zealand and internationally.

Today Pathways provides mental health and wellness choices in five New Zealand regions and is one of the largest mental health service providers in the country. The face of mental health services in New Zealand today is vibrant and exciting, and Pathways' journey is far from over.

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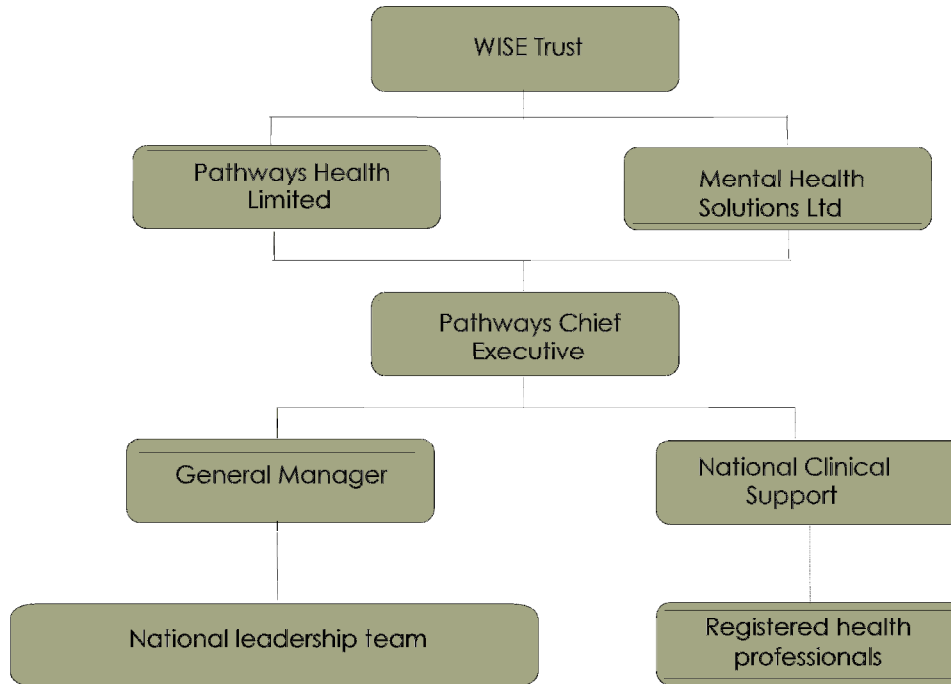
## SUPPORT WORKER

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Position:	Support Worker
Reports to:	Team Leader
Location:	
Purpose:	To assist people using pathways service to reach and maintain optimum physical, emotional and spiritual wellness through a model of empowerment.
Relationships (Internal):	Pathways employees, Wise Group employees
Relationships (External):	People using Pathways service, family/whanau, mental health services, community agencies and services

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## ORGANISATIONAL CHART



## PEAK PERFORMING ORGANISATION

**PATHWAYS**

**Inspirational dream**  
Creating mental health and wellness opportunities that enable people to live their dreams and flourish

**Spirit**  
Whatever it takes

**Character**  
Courage  
Imagination  
Fun  
Integrity  
Innovation  
Passion  
Optimism  
Caring

**Focus**  
Addressing poverty; enriching lives

**Beliefs**

- Everyone can shape their own future and live well
- People have the right to be part of communities of their choice
- Family, whanau and friends matter
- We grow by connecting, sharing and reflecting
- Storytelling and celebration inspire
- Culture and diversity enrich us
- We champion sustainable systems change
- Respect and hope are at the heart of what we do

**Greatest imaginable challenge**  
Everyone using Pathways' services who wants to work has a job

# PATHWAYS

## REQUIREMENTS OF THE POSITION

FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<p><i>Support people using Pathways' service to live their dreams and flourish.</i></p>	<ul style="list-style-type: none"> <li>• To work with people using Pathways' services to identify their dreams and goals, plan objectives to achieve these, implement plans and ensure ongoing review of progress and achievement.</li> <li>• To ensure that people using Pathways' services receive appropriate support in the areas of access to employment and education, daily living activities including cooking and cleaning where required, budgeting, shopping and use of recreation time.</li> <li>• To ensure people using Pathways' services have information and access to appropriate natural supports and relevant community services.</li> <li>• To ensure that service delivery is of the highest quality.</li> <li>• To ensure that physical environments are kept to the highest standard.</li> </ul>	<ul style="list-style-type: none"> <li>• People using Pathways' services are empowered to maintain physical, mental and spiritual wellbeing.</li> <li>• People using Pathways services engage in work and/or education</li> <li>• People using Pathways services maintain wellness.</li> <li>• People using Pathways services maintain daily living activities to a healthy and safe standard, with support if required.</li> <li>• People using Pathways services receive budgeting education and support when necessary.</li> <li>• People using Pathways services engage in social and recreation activities in their communities.</li> </ul>
<p><i>Maintain effective and accurate records.</i></p>	<ul style="list-style-type: none"> <li>• Maintain timely and accurate records using Recordbase.</li> <li>• Work alongside people using Pathways' services to identify their needs and discuss with Team Leader - collaborative, co-operative roles will be defined.</li> <li>• Prepare participate in and document regular service review meetings for those people key worked.</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate plan of support will be formulated and implemented. There will be continuity and consistency of care for people using Pathways services.</li> <li>• Care is co-ordinated. Collaborative and co-operative roles defined. Expectations known and professionally carried out.</li> <li>• The needs of individuals using Pathways' services are identified and met.</li> </ul>

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FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<p><i>People using Pathways' service are aware of Pathways' service standards and policy.</i></p>	<ul style="list-style-type: none"> <li>• Provide people entering Pathways' services a copy of "Welcome to Pathways" and "Making Things Better"</li> <li>• People using Pathways services will be fully informed prior to signing any consent forms, benefit forms, tenancy agreements or other similar documents.</li> </ul>	<ul style="list-style-type: none"> <li>• All people using Pathways services have access to information on how to raise concerns relating to Pathways' services               <ul style="list-style-type: none"> <li>• All people using Pathways services receive information about Pathways' services, relevant to the service being used. This may include: Map of area</li> <li>• Bus/train timetable</li> <li>• Staff profiles</li> <li>• Introduction to tenant representative group</li> <li>• Community resources</li> <li>• Card with Pathways service address, phone and key worker's name</li> </ul> </li> </ul>
<p><i>Service delivery is of the highest quality.</i></p>	<ul style="list-style-type: none"> <li>• Implement and be guided by the statement of Pathways' purpose in all work practices.</li> <li>• Attend and actively participate in review by people who use Pathways services.</li> <li>• Update and amend support plans with people using Pathways services as required.</li> <li>• Document any reportable events and complete required documentation.</li> <li>• Undertake constant quality improvement within the work place.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff work according to Pathways' purpose</li> <li>• Individuals' support is formally reviewed according to policy</li> <li>• Support plans reflect individuals' changing needs.</li> <li>• Reportable events such as hospitalisation, assault, drug abuse, health and safety, or incidents of a serious nature are reported to the Team Leader within 24 hours and documented in Recordbase.</li> </ul>
<p><i>Ongoing education, professional development, training and formal support.</i></p>	<ul style="list-style-type: none"> <li>• Participate in formal support every two weeks with Team Leader.</li> <li>• Identify training needs.</li> <li>• Attend and participate in Pathways training workshops, or other training as identified and appropriate.</li> <li>• Participate in bi-annual competency assessment and performance review.</li> </ul>	<ul style="list-style-type: none"> <li>• Support Worker reflects on own practices of working.</li> <li>• Training needs are identified and Support Worker undertakes specific training as required</li> </ul>

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FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<i>Relationship and network development.</i>	<ul style="list-style-type: none"> <li>• Building direct relationships with Pathways' stakeholders.</li> <li>• Maintaining positive relationships with WISE Group members to support quality service delivery, and synergy across the Group.</li> <li>• Working in partnership with others to supplement information which is already available.</li> <li>• Consulting and engaging across all areas in the organisation, mental health sector and other relevant forums to promote a collective understanding.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong, effective and continuing relationships with people using services, family/whanau and other services and organisations.</li> </ul>
<i>Contribute to the ongoing success of Pathways including reputation for excellence and innovation.</i>	<ul style="list-style-type: none"> <li>• Represent Pathways in a professional manner at all times.</li> <li>• Ensure compliance with employment policies and procedures.</li> <li>• Provide positive and effective participation and collaboration with other Pathways employees in delivering achievement of business objectives.</li> <li>• Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively live Pathways' values and philosophies.</li> </ul>
<i>Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and being mindful of the cultural diversity of our community.</i>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge and application of the Treaty of Waitangi principles and their relevance to the support worker role.</li> <li>• Undertake all interactions in a respectful and culturally appropriate and sensitive manner.</li> <li>• Seek guidance regarding tikanga and culturally specific models/ approaches/behaviours etc. from appropriate sources.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates behaviour that recognises and is consistent with equity principles and practices.</li> <li>• Contributes to a positive team environment.</li> </ul>

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FOCUS	ACTIVITIES	OUTCOMES (KPIs)
<p><i>Contributes to employee wellbeing and a safe and healthy workplace.</i></p>	<ul style="list-style-type: none"> <li>• Take responsibility for personal wellbeing and health and safety management within the workplace.</li> <li>• Communicate workplace hazards in a timely manner.</li> <li>• Investigate and seek to resolve any issues within assigned areas of responsibility which have or could result in accidents or ill health.</li> <li>• Ensure standard operating procedures (in respect of emergency and evacuation procedures, security, accident and incident reporting and investigation, injury treatment and rehabilitation, health and safety performance monitoring and reporting, environmental and ergonomic arrangements) are understood and utilised as designed.</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices demonstrate safety for self and others.</li> <li>• Complies with reportable events policy.</li> <li>• Investigate and seek to resolve any issues within their assigned areas of responsibility which have or could result in accidents or ill health.</li> </ul>
<p><i>Provision of other related duties within capability.</i></p>	<ul style="list-style-type: none"> <li>• Performs other related duties within individual's capability as assigned by your manager.</li> </ul>	<ul style="list-style-type: none"> <li>• “Can do” attitude – operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.</li> </ul>

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## PERSON SPECIFICATION

	ESSENTIAL	PREFERRED
EDUCATION	<ul style="list-style-type: none"> <li>Willing to undertake National Certificate or Diploma in Mental Health (Mental Health Support Work) or recognised equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Holds national Certificate or Diploma in Mental Health (Mental Health Support Work) or recognised equivalent.</li> <li>Drivers Licence.</li> <li>First Aid Certificate.</li> </ul>
SKILLS	<ul style="list-style-type: none"> <li>Excellent communication skills both written and verbal with a particular emphasis on listening skills.</li> <li>Attention to detail, particularly with regard to written documents</li> <li>Excellent time management, organisation and file maintenance</li> <li>Actively communicates outcomes or progress</li> </ul>	<ul style="list-style-type: none"> <li>Innovative and problem solving</li> </ul>
KNOWLEDGE	<ul style="list-style-type: none"> <li>Working knowledge of Microsoft Office suite</li> <li>Knowledge of the Code of Health and Disability Services Consumers' Rights</li> <li>An understanding and commitment to the principles of recovery</li> <li>Ability to learn new computer programmes and skills</li> </ul>	<ul style="list-style-type: none"> <li>Treaty of Waitangi Principles</li> </ul>
ATTRIBUTES	<ul style="list-style-type: none"> <li>Passionate about the care and wellbeing of others</li> <li>Adopts a "person-centred" approach to working with people using Pathways services, and external customers</li> <li>Commitment to best practice</li> <li>Effective and participatory team player,</li> <li>Fosters collaborative relationships</li> <li>Able to consult with and provide a service to others</li> </ul>	<ul style="list-style-type: none"> <li>Ability to be open and flexible and be able to accept constructive feedback on work performance</li> </ul>
PHYSICAL	<ul style="list-style-type: none"> <li>Able to work at a computer for long periods of time</li> <li>Ability to travel between sites as required or requested</li> <li>Ability to work shift work as required or requested</li> </ul>	
AUTHORITY	<ul style="list-style-type: none"> <li>Financial – Nil</li> <li>Operational – Nil</li> </ul>	
DIRECT REPORTS	<ul style="list-style-type: none"> <li>Nil</li> </ul>	

## PERSONAL / PROFESSIONAL PLAN

The Team Leader and the Support Worker will developed a plan together over the next three months to ensure ongoing development of Support Worker. This could include a focus on work life engagement, interventions to maintain health and fitness and learning and development requirements.

F O C U S	A C T I V I T I E S
<i>Learning &amp; Development</i>	
<i>Work/ life Engagement</i>	