

November 2022

Kia ora

Thank you for your registration of interest in the role as Community Support Worker with Te Waka Haumaru, our older persons team. This position is primarily located in Wellington, however staff are required to work across the greater Wellington area. We are open to the possibility of employing part-time staff.

This pack includes what you need to know about this position and about working for Wesley Community Action. I have included a copy of Te Ara Wēteriana / The Wesley Way (page 8). This is critical for all of us as it explains how we interact with each other and with those we work alongside. I want to highlight that we are on a journey to becoming a Kaupapa Te Tiriti organisation. This means we are all learning how to give effect to matauranga Māori across our work and our operations.

Covid 19 vaccination

Wesley Community Action strongly encourages kaimahi to maintain their full vaccination status. Under the current Covid 19 settings we do not have mandatory vaccination, but should the situation change we will not hesitate to reintroduce this requirement.

If you have any concerns regarding this, please let us know.

How to apply

If you wish to apply for this position, please send us:

- A cover letter outlining reasons why you think this role is a good fit for you
- Your CV with details of previous employment
- The completed Pre-employment Disclosure Statement (page 9)

Please send your application to:

Isabel Macdonald

imacdonald@wesleyca.org.nz

PO Box 9932, Te Aro, Wellington 6141

04 8050875

Thank you for your interest in this role. We look forward to receiving your application.

Regards



Andrea McKenzie
General Manager

Position Description

Community Support Worker – full-time or part-time, Greater Wellington area

This position will contribute best practice in a team of Community Support Workers in our Supported Independent Living (SIL) programme. This programme supports older adults to live safely in their communities so that they are socially included, with autonomy and dignity, protected for the future, and free from abuse and neglect.

This position sits within Te Waka Haumaru, our Older Persons Team, which works across the greater Wellington region. Wesley Community Action supports innovative and leading-edge social change. We work collaboratively across our organisation, and with communities, to support effective outcomes and high-quality service delivery for older people who live on their own with little or no whānau support.

Our practitioners support transparent communication between services and identify risks, opportunities and innovative approaches.

As a Community Support Worker you would support the wellbeing of older persons through strengths-based case work, providing key links with other community agencies. You would model Wesley Community Action's values and unique approaches as expressed in the social justice principles of Te Ara Wēteriana / The Wesley Way, and as a kaimahi in an agency on a journey to becoming a kaupapa te Tiriti organisation.

Wesley Community Action has been accredited as a dementia-friendly organisation by Alzheimers New Zealand.

Responsible to:	Team Manager
Important relationships with:	<ul style="list-style-type: none"> • Older people living in the community • Significant other people in the lives of our clients • Staff and management of Wesley Community Action • Te Whata Ora (Health NZ) community health teams and inpatient teams • Needs Assessment Service Coordination for over 65's • Home care support services • Primary GP practices and health care home practices • Community agencies linked to the safety and well-being of older people • Other providers and community services
Hours:	Full time: 40 hours per week (or part time as negotiated) - Monday to Friday. Working day consists of paid hours and half hour unpaid lunch break.
Location:	Central Wellington, or one of our other sites in Hutt, Porirua or Paraparaumu, as negotiated
Salary range:	\$49,484 to \$63,000 – dependent on qualifications, skills and experience

About Te Waka Haumarū

Te Waka Haumarū works to ensure the safety and wellbeing of older people living in the community who experience vulnerability and isolation, so they have a life they value with reduced risk of abuse.

The team is responsible for three programmes:

1. **Supported Independent Living**, which supports vulnerable older people to help them keep living independently. This programme is funded by Te Whatu Ora / Health New Zealand – Capital, Coast and Hutt Valley.
2. **Elder Abuse Response Service** for the greater Wellington region. This service is funded by the Ministry of Social Development.
3. **Ageing Well Network**, a community-based initiative that brings together seniors/kaumātua living in the community to connect and contribute as they age.

Our team members work alongside the older person, their whānau and community to strengthen their quality of life and health outcomes by establishing sustainable safety and improving their wellbeing and social inclusion.

We ensure immediate and sustainable safety and build social connections for older people who are isolated from family and community supports. Our social workers fulfil all obligations in the contracts with Te Whatu Ora and the Ministry of Social Development.

Te Waka Haumarū maintains a client and community-led approach to support community initiatives that help sustain and empower older people.

The team is flexible and responsive to changing work demand and flow, and is based across four sites: central Wellington, Porirua, Naenae and Paraparaumu.

Who will thrive in this role?

The person who will thrive in this role is someone who:

Has proven experience in leading best-practice case investigation and management

- Ability to lead a cohesive collaborative approach through trust, mutual respect, transparency, consultation, and communicating clear expectations
- Confidently engages in all professional interactions and communications with courage and integrity on behalf of older people we work with.
- Addresses vulnerability to abuse and reduces risks for older people
- Works to create sustainable safety and future protection for older people.

Is excited about our style of working

- Believes in client-centred and community-led approaches that contribute to just, caring and resilient communities
- Open to 'pitching in' to get a job done
- Committed to new approaches, applying a strengths-based approach, using client-centred planning and feedback to guide service delivery.
- Strong commitment to working toward becoming a kaupapa te Tiriti organisation
- Values align with Te Ara Wēteriana – The Wesley Way

Gets results and is organised

- Is motivated to get the best results with the resources available
- Organises time and resources effectively and efficiently
- Has a full driver's licence and can efficiently plan community visits across a wide area
- Is confident in the use of digital technology and is willing to learn new systems

Is relationship focused

- Understands that relationships matter – across all levels of the organisation and with the communities we work with.
- Respects the dignity and autonomy of all people across society.
- Able to self-reflect and exercise self-care in a fast-paced environment
- Demonstrates clear boundaries and accountability in practice.
- Understands the power of mistakes – an active learner who engages well in feedback.

Is a clear thinker

- Takes time to stand back and think about what is happening
- Sees the 'big picture' in the strategic direction of the team and the organisation
- Demonstrates high-level thinking relevant to effecting social change

Values effective communication

- Writes clearly and concisely and speaks with courage on behalf of older people
- Listens for gaps in information and uses facts and context effectively to support collaborative decision making.

Key objectives and expected outcomes

Key objectives	Expected outcomes
<p>CAPABILITY</p> <p>Demonstrates effective client management and work-flow organisation, completes administrative tasks and reporting to a good standard and on time, works collaboratively with external agencies.</p>	<ul style="list-style-type: none"> • All clients have plans that are inclusive of their own goals and are relevant to them. • All plans are established within expected time frames and reviewed formally within those time frames and are accurately recorded and documented. • All internal and external reporting and feedback requirements are met and submitted on time. • Client and stakeholder databases, emails and calendars are always kept up to date. • External and internal reporting is accurate, on time and to the quality expected by Wesley Community Action and the contracting agency. • Appropriate external agencies and health professionals are utilised effectively to support the work with older people.
<p>SERVICE EXCELLENCE</p> <p>Strives for excellence in the provision of client services, using the strengths-based approach and PCOMS, or other appropriate client feedback, to measure change. Contributes to excellence in practice in team hui and with external stakeholders.</p>	<ul style="list-style-type: none"> • Older people have their physical, emotional, spiritual, cultural, and psychological needs respected and acknowledged • Families are actively engaged where possible to help older people remain safe and in their own homes. • The worker uses creative and innovative safety strategies to support the older person and their key supports to respond to mental physical and addiction challenges. • PCOMS, or other appropriate feedback tools, are used to measure signs of safety, vulnerability to abuse, and to measure positive changes in the older person's wellbeing. • Practice is shaped by strengths-based and restorative justice frameworks. • External organisations involved in the care and support of the older person are aware of the plan and are informed of the bigger picture involving the client. • Attendance and active contribution at all key Wesley Community Action meetings, professional development trainings, clinical supervision, and line management/operational meetings.
<p>INNOVATION</p> <p>Critically reflects on practice and engages in community development ideas and activities for older people living in communities.</p>	<ul style="list-style-type: none"> • The worker is engaged in service development ideas and communicates and expresses their ideas openly. • A capacity for flexibility and adaptability when addressing changing work needs and priorities. • Demonstrates respect and courage in clinical reflection with colleagues, and actively contributes to continuous learning and innovation. • Appropriate clinical and safety issues are raised with colleagues and with the team manager. • Willingness to support and provide a solution focus to better support older people.

	<ul style="list-style-type: none"> Actively explores innovative ways to support social inclusion and ageing well for older people.
INFLUENCE Uses opportunities to improve practice and bring about systemic change for older people living in the community.	<ul style="list-style-type: none"> External agencies including health, housing, Work and Income, lawyers, banking institutions are aware of the needs of the older person and work collaboratively to support their safety and wellbeing Wherever possible, the older person is supported to develop the skills and confidence to access services independently. Represents Wesley professionally at key forums. Attends Wesley forums and is punctual, prepared and engaged. The Team Manager is provided up to date knowledge of key people and organisations within the local communities in which the worker is located. Maintains a sound knowledge of government policy, legislation and trends impacting older people living in the community. Proactively develops and maintains collaborative relationships with key stakeholders to benefit older people in our communities.
TE TIRITI O WAITANGI Committed to the principles of Te Tiriti	<ul style="list-style-type: none"> Older people experience the service as showing respect for and understanding of different cultural and spiritual beliefs Principles of Te Tiriti o Waitangi are actively demonstrated in all interactions with older people Wesley's Pou Tikanga (cultural advisor) is consulted where appropriate Participation in cultural practices appropriate to the older person is a part of everyday mahi.
Contributes to the wider work of WCA	<ul style="list-style-type: none"> Demonstrates an understanding and knowledge of the work of all teams within Wesley Promotes the activities of Wesley to key forums and at key events. Works actively to collaborate with other Wesley services.
<ul style="list-style-type: none"> Any other duties as discussed and agreed with leadership. 	

Abilities and ideal person specification

1. A support worker qualification or other relevant experience in community support.
2. Ideally significant experience in working with vulnerable older people.
3. A demonstrated ability to establish an easy and quick rapport with older people.
4. Comprehensive knowledge of the issues that impact on older persons, including understanding of dementia and chronic health conditions, the impact of social isolation, elder abuse, and mental health and addiction challenges.
5. Knowledge of social services for older people provided by government and non-government agencies in the local community.
6. Demonstrated ability to establish and maintain external key stakeholder relationships for the benefit of older people.
7. Knowledge and experience using appropriate legislation to investigate and end elder abuse, and to legally protect vulnerable older people.
8. A demonstrated ability to work within the principles of best practice and strengths-based practice and a commitment to working within Te Wēteriana / The Wesley Way.
9. Demonstrated ability to keep the older person's voice central to service delivery by developing and updating client-led plans, measuring change and seeking client feedback using PCOMS, and/or other appropriate feedback and assessment tools effectively.
10. A high standard of written and oral communication, organisational and time management skills.
11. A commitment to using Te Tiriti o Waitangi as the base of our mahi, as well as the principles of Manaakitanga, Rangatiratanga, Āhurutanga and Kaitiakitanga as described in Te Ara Wēteriana/The Wesley Way.
12. A valid full driver's licence.
13. Ability to work autonomously, responsibly and confidently in ambiguous and complex situations, and knowing when to ask for assistance or guidance from colleagues, managers and coaches.
14. Works from a 'no surprises' basis in informing manager of risks and risk mitigation.
15. Achieves full police vetting clearance annually.
16. Demonstrates proficiency with IT and mobile office technology.
17. Highest standards of personal and professional integrity

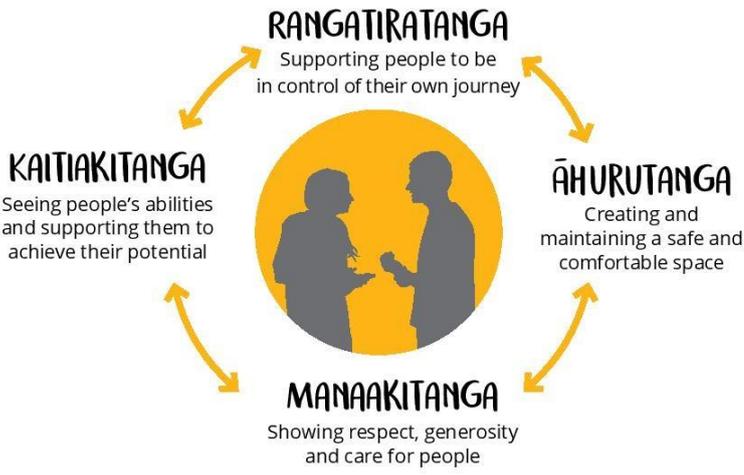
How we work: Te Ara Wēteriana / The Wesley Way

Te Ara Wēteriana / The Wesley Way is the heart of our work. It's based on the belief that people are the experts in their own lives. We support them to identify their strengths and skills and the changes they believe will allow them to have a better life.




TE ARA WĒTERIANA The Wesley Way

Te Ara Wēteriana brings out the best in people.
The following principles guide all our engagements:



We give effect to these by:

Viewing whānau as experts in their own lives	Using Te Tiriti o Waitangi as the base for our mahi	Calling out and challenging injustice	Seeking and using feedback to guide our relationships
Focusing more on what's working	Being as courageous as the whānau we work alongside	Acknowledging our power and sharing this	Striving to be our best by being open to learning and new whakaaro

KĀORE MĀ TE WAHA ENGARI MĀ TE RINGA Don't tell me, show me

Pre-employment disclosure statement: As part of our final pre-employment process we require you to answer the following questions.

1. Your full name:

Date:

Previous convictions	YES	NO
2. Have you ever been convicted of a criminal or driving offence? Full details if yes (use separate sheet if needed)	2 Yes	2 NO
3A. Are there any criminal charges currently pending against you? Full details if yes (use separate sheet if needed)	3a YES	3a NO
3B. Have you been subject to any performance, employment, or disciplinary processes with any previous employer, or been dismissed from any role? (Include any/all processes even where no further action was required). If in doubt, please provide details. Full details if yes (use separate sheet if needed)	3b YES	3b NO
3C. Have you been the subject of any censure or suspension to your professional practice / certifications, of any type for any reason? If in doubt, please provide details. Full details if yes (use separate sheet if needed)	3c YES	3c NO
4. Have you had any circumstance where you have had engagement with the police for any matter (including traffic matters)? If in doubt, please provide details. Full details if yes (use separate sheet if needed)	4 YES	4 NO
Medical / general wellbeing clearance		
5A. Do you have any current medical/health or psychological conditions that we should be aware of that may interfere with your ability to carry out your duties as a member of Wesley Community Action? If in doubt, please provide details as if answering 'yes'. Full details if yes (use separate sheet if needed)	5a YES	5a NO
5B. Do you have any history of an event/s, traumatic or otherwise, that could impact on your ability to carry out your duties objectively, professionally, and non-judgementally? Full details if yes (use separate sheet if needed)	5b YES	5b NO
6A. Do you have any pre-existing medical/health or psychological conditions? Full details if yes (use separate sheet if needed)	6a YES	6a NO
6B. Do the above condition/s impact on your ability to fulfil your role in any way (Q4&5)? please provide us with an appropriate medical clearance from your health practitioner authorising you as fit for the purpose of the role.	6b YES	6b NO
7A. Have you received your Covid vaccination? FIRST VACCINATION YES/NO SECOND VACCINATION YES/NO 7B. If not, do you intend to be vaccinated? 7C. If not, is this because of medical advice? 7D. I do wear face masks as required by public health guidelines. 7E. I have an official exemption from wearing a face covering and can provide evidence of this.	7a YES 7b YES 7c YES 7d YES 7e YES	7a NO 7b NO 7c NO 7d NO 7e NO
WCA is an approved Essential Service. Vaccination is a critical part of Aotearoa-NZ's public health response to the Covid-19 pandemic. As kaimahi/staff in an approved Essential Service under Covid lockdowns, we can help protect ourselves, each other, the people we support, and the wider community by getting our Covid-19 vaccination. <u>You are not obliged to disclose your vaccination status.</u> However, certain aspects of our work cannot be done by an unvaccinated worker, so it is important we understand as much as possible the health needs of our kaimahi/staff. We appreciate your cooperation on this.		
Declaration		
I am legally entitled to work/volunteer in Aotearoa New Zealand. YES/NO I give permission for my referees to be contacted. YES/NO I give permission for my medical records to be accessed if requested YES/NO I have a full and clear driver licence I can produce for sighting. YES/NO The information given in this application is factual and truthful. YES/NO		
Signed:	Dated:	

Please note: We rely on the accuracy of the information given to us. If it is later discovered that you have not fully disclosed all matters to us or that you have failed to disclose significant information, then the employer is entitled to treat such non-disclosure or misrepresentation as misconduct or serious misconduct and disciplinary proceedings may follow.