

POSITION DESCRIPTION SUPPORT FACILITATOR

ORGANISATION VISION:	People living life to the fullest
WHAKATAUKI:	Mahia kia ngakaupai mo te oranga tangata - ia ra
ORGANISATION VALUES:	Excellence, Partnership, Innovation and Kindness
PURPOSE:	Making a positive difference in people's lives...everyday!

We are committed to believing in the best of people and focussing on developing their skills and abilities. We believe that all people have a valuable role to play in their community and we believe that when people are placed at the heart of everything we do, we can only get it right

REPORTS TO: Support Manager and has a key functional relationship with the Team Lead and General Manager

FUNCTIONAL RELATIONSHIPS: People we Support, their Families, Whanau, Advocates and Significant Others
Aspire Management and wider organisational Team
Other Allied and Health and Social Service Agencies
Wider Community and Natural Support Networks

HOURS PER WEEK: As per rostered or allocated hours

POSITION SUMMARY:

The primary purpose of this role is to support and deliver services in accordance with Aspires vision, values, philosophy and strategic direction. The role will support and implement the PATH framework and is accountable for supporting the achievement of measureable outcomes where people realise their dreams and aspirations. The role facilitates and supports an inclusive quality service for people who use Aspire's services. The quality service will ensure that people are supported, educated and encouraged in their daily living situations to live a good independent life as a valued member of their household and community. Each person will be supported to have an individualised service that meets their individual needs where family/whanau and advocates are included and have input.

PRIMARY OBJECTIVES OF THE POSITION:

1. All people that receive services from Aspire will be supported in all aspects of their daily living as they choose. This may include personal cares, housework, shopping, community support, appointments or any other area the care and support plan indicates.
2. All people we support are provided with support and facilitation to meet their personal needs and to realise their dreams and aspirations as defined by the PATH goal planning process. People's families/whanau/friends and community networks are included throughout this process and the measurable outcomes are achieved documented.
3. People are taught and develop worthwhile, identified and relevant new skills in various environments such as home, work, school and other community settings. People are living in clean and healthy environments and this is clearly evidenced.
4. There is team synergy within and across the cluster they work in and all relationships are built on trust, respect, self-responsibility and professionalism. There is a commitment to organisational and team decisions and a clear demonstration of continuous quality improvement.
5. All actions demonstrate and are in line with and show an understanding of the vision, values, philosophy and strategic direction of Aspire and show an unquestionable commitment to the rights of people we support to realise their dreams & aspirations. Staff are supporting and contributing to a positive organisational culture.

6. The health, cultural needs and outcomes are met by ensuring day to day management of each person's individual health needs and an annual comprehensive health check where identified health goals are met.
7. The environment and surrounds that people live in is maintained to a high quality and a homely feel with individual's personality is evident.
8. There is a clear process of facilitation, support and encouragement for people to develop networks within their community that contribute to active participation and involvement within communities of their choice.
9. People are included in Aspire's self-advocacy movement and develop skills and confidence to advocate for themselves. Where people are unable to advocate for themselves, staff will encourage other forms of advocacy.
10. There is evidence that people are supported to have frequent contact with their family, whanau and friends.
11. All Aspire's Health & Safety Standards and safe practices are followed by complying with all legislative and contractual requirements. All risks are identified, reported and mitigated.
12. A quality service is demonstrated through the successful attainment of internal & external audits. Paperwork is completed on time and to the required standard.
13. An individual Performance/Professional Development and Review is completed annually and a professional development plan is agreed and implemented.

Delegations: Financial NIL,
Staff NIL

Nature and Scope of Key Responsibilities

Quality Services	
Accountabilities	Performance Measure
People are living a great life as determined by their outcomes plan and have a valued space in communities of their choice	• People we support, family/whanau & advocates express satisfaction with services. • PATH planning is completed for individuals and outcomes are used as a basis for service planning. Service delivery is person centred based on individual needs and aspirations. • Outcomes are meaningful, rewarding and documented in a timely manner. Plan reviews take place with family/whanau/advocate input. • Desired outcomes and goals are coordinated in a timely manner and comply with legislation. • People we support and staff are linked with community networks and resources that enhance knowledge, support and opportunity. • People are supported to participate in the community of their choice, look for work opportunities where appropriate and feel as though they hold a valued social role within that community and their home.
Services are delivered in a way that meets people's, their family/whanau and advocates needs and standards	• People we support receive a service that is safe, respectful of their rights, minimises harm, identifies, recognises and acknowledges peoples cultural and individual values and beliefs. There is an unquestionable commitment to people who use Aspire's services. • Each person along with their family/whanau and or advocate is supported to fully participate in a three yearly or when required needs assessment and yearly review with the local NASC to ensure they remain on the correct funding level that meets their current needs. • Ensures all documentation as required by the organisation or requested is concise, professional and current as per Aspire's policies and relevant standards and legislation. • Supports the introduction of electronic record keeping and ensures confidence in use. • Makes all required information available to Users/whanau and third parties as per legislation and policies. Stores information securely and disposes of information in a manner that meets organisational and legislative standards. • Completes required reporting to meet organisational & contractual requirements. • Completed clear concise, accurate and objective updates in each person's personal records and house diary each shift. • Coordinates people we support appointments including medical and with other professionals such as WINZ, NASC assessments, employers and any other appropriate organisation. • Property maintenance is managed in accordance with Aspire's policies & procedures. Significant issues are reported to Operations Support immediately. • Individual and house inventories are maintained and current. • People using services are supported to keep their environment clean and healthy.

Quality Standards are delivered in accordance to organisational standards	• Assist Operations Support and Support Manager to complete Quality Assurance monitoring and assessing for successful external auditing. • Internal audits are carried out as per organisational process and resulting corrective action plans are completed. • Participates in external audits and supports any resulting corrective actions. • Maintains a Continuous Quality Improvement approach within Aspire's services in accordance with the organisation's Quality & Risk Management Framework.
Supports people through appropriate advocacy ensuring their rights are upheld	• Has a solid understanding of the Code of Rights. • Committed to advocating for the rights of people and their family/whanau and or advocates with intellectual disability and other associated conditions such as Mental Illness, Autism, physical & sensory disability etc. • Has an excellent knowledge of Aspire's services and the needs of families/whanau.
Risks are identified, monitored and mitigated in accordance with organisational standards	• Ensures all documentation is concise, professional and current as per Aspire's policies and relevant standards and legislation. • Monitors the effectiveness of risk management strategies and regularly reviews and reports current risks to ensure they remain at acceptable levels. • Provides timely notification to the Team Lead/ Operations Support or/and Support Manager of new risks and serious events if they arise. • Ensures safety and compliance with medication, following Aspire Policy and Procedures.
Commitment to Maori as an equal treaty partner and the honouring of all people's culture within the trust is paramount	• Acknowledges and understands the historic, current and future implications of partnership and practice through Te Tiriti o Waitangi (Treaty of Waitangi). • Establishes links where appropriate between local hapu/iwi and relationships are built on trust and respect. • Maori language speakers are sought to assist Maori people when requested or needed. • Seeks to understand Te Ao Maori and shows an active commitment to practising Maori language and protocols. • External cultural services are sought when needed. • Understands Te Whare Tapa Wha as the cornerstone to Maori health and well-being. • Seeks to understand all resident cultures through supporting participation and celebration of beliefs. • Implements the organisation's Maori Health Plan to reduce barriers for Maori accessing and participating in the service. • Supports Maori participation in advisory network.

Health and Safety	
Accountabilities	Performance Measure
Civil Defence and First Aid	• Understands and use organisational process.
Staff Awareness	• Demonstrates an understanding of Health and Safety policies and procedures and knows who the organisation's Health and Safety representative is.
To participate in and comply with the requirements of the Health & Safety Employment Act 1992 and associated Aspire's policies	• Engages in work practices that ensure safety for self and others. • Complies with Aspire's incident reporting policy.

	• Completes emergency management procedures and compulsory / compliance education and training. • Recognises the significance of unexpected events. • Coaches people using services around risk identification and health and safety procedures. • Adheres to Infection Control Programme, according to Aspire's Policies and Procedures.
Emergency Management Plan	• Is oriented to the organisational plan and is aware of their roles and responsibilities. • Supports the implementation of the house/resident emergency management plan.
Ensures safety and compliance with medication, following Aspire Policy and Procedures	• Understands expected effects and possible side effects of medications. • Is aware of specific Aspire Policies handling of the administration of medications and administers medication (including PRN) according to protocol and can correctly identify the 5 Rs of medication administration. • Recognises when a person is having an adverse drug reaction and seeks immediate assistance. • Records and reports medication administration. • Documentation of any medication error with Incident Reporting being accurate, legible and timely.

Personal and Professional Development	
Accountabilities	Performance Measure
Takes charge of personal and professional / work education and development in consultation with Support Manager	• Engages with regular internal peer supervision process. • Provides support to staff buddy. • Maintains and/or extends personal knowledge and skill base required for effective performance. ○ Identifies any training needs. ○ Keeps self-up to date with Sector developments through organisation communications. • Participates in personal performance review annually including: ○ Self-reflection ○ Training and development plans ○ Formal review process ○ Staff workplace satisfaction yearly review. • Completes Careerforce training modules and is committed to reaching the minimum Level 3 certification.
Effectively champions their delegated portfolio	• Seeks advice and input from appropriate people. • Provides an update on progress as part of monthly reporting. • Champions with passion and ensures Aspire's values sit at the heart of their practice.
Perform such other duties as reasonably required by the Leadership team in accordance with the conditions of the position	• Performs all other additional duties in an efficient manner

Team Membership	
Accountabilities	Performance Measure
Equal Employment Opportunities (EEO)	• Demonstrates behaviour that recognises and is consistent with EEO principles and practices.

Individual responsibilities, actions and contributions enhance the success of the team and organisation	• Maintains a current knowledge of relevant issues, trends and practices. • Demonstrates cultural appropriate behaviour. • Builds and maintains productive working relationships. • Participates as a member of designated group(s). • Provides valuable input into team meetings and actively contributes to team synergy. • Liaises with other functional roles to understand needs of the organisation and role. • Values individual effort, innovation and creativity. • Actively contributes to the well-being of the organisation.
Understands Human Resources Policies and Procedures	• Is aware of Human Resources policies and procedures and uses manual as a tool to ensure work best practise standards.
Is accountable to self and others and fosters self-responsibility	• Actively fosters their own self-management and seeks advice and guidance as required. • Displays good team flexibility with clusters that supports fellow peers and relationships are based on trust and respect. • Carries own weight to ensure good team cohesiveness. • Is a supportive colleague.

Other Organisational Responsibilities

Te Tiriti o Waitangi (Treaty of Waitangi)	
Accountabilities	Performance Measure
Commitment to Maori as an equal treaty partner and the honouring of all people's culture within the trust is paramount	• Acknowledges and understands the historic, current and future implications of partnership and practice through Te Tiriti o Waitangi (Treaty of Waitangi). • Establishes links where appropriate between local hapu/iwi and relationships are built on trust and respect. • Maori language speakers are sought to assist Maori residents when requested or needed. • Seeks to understand Te Ao Maori and shows an active commitment to practising Maori language and protocols. • External cultural services are sought when needed. • Understands Te Whare Tapa Wha as the cornerstone to Maori health and well-being. • Seeks to understand all resident cultures through supporting participation and celebration of beliefs. • Supports the implementation of the organisation's Maori Health Plan to reduce barriers for Maori accessing and participating in the service. • Supports Maori participation in advisory networks.

Quality Assurance & Risk Minimisation	
Accountabilities	Performance Measure
To maintain Continuous Quality Improvement within Aspire services in accordance with the organisation's Quality & Risk Management Framework	• Support the implementation of a Continuous Quality Improvement & Risk Management programme within Aspire in accordance with the organisation's Quality Framework, by: ○ Identifying improvement opportunities. ○ Fostering healthy relationships with people we support, sponsors and key stakeholders.

	○ Undertaking any training requested that supports the organisation's quality goals. ○ Participates in the delivery of the quality plan. ○ Manages feedback processes. ○ Monitors the effectiveness of risk management strategies and regularly reviews and reports current risks to ensure they remain at acceptable levels. ● Provides timely notification to the SSM of new risks ● Participates in regular workflow and performance meetings as required: ○ Self-reflection ○ Training and development plans ○ Formal review process ○ Staff workplace satisfaction yearly review ○ Values peer feedback as part of learning development.
Perform such other duties as reasonably required by the Manager in accordance with the conditions of the position	● Performs all other additional duties in an efficient manner.

Health and Safety	
Accountabilities	Performance Measure
Civil Defence and First Aid	● Understands and use organisational process.
Staff Awareness	● Demonstrates an understanding of Health and Safety policies and procedures and knows who the organisation's Health and Safety representative is.
To participate in and comply with the requirements of the Health & Safety Employment Act 1992 and associated Aspire Community Support policies	● Engages in work practices that ensure safety for self and others ● Complies with Aspire Community Support's incident reporting policy. ● Completes emergency management procedures and compulsory / compliance education and training. ● Recognises the significance of unexpected events. ● Adhere to Infection Control Programme, according to Aspire Community Support Policies and Procedures.
Business Continuity Plan: Pandemic	● Is oriented to the organisational plan and is aware of their roles and responsibilities.

Promotions, Networking & Community Partnerships	
Accountabilities	Performance Measure
To foster community inclusion and partnerships in the development of Aspire	● Maintains knowledge of local community health / social service movements. ● Looks for new opportunities to create meaningful relevant community connections for people we support. ● Is available for consultation with community members and key stakeholders as required.

Personal and Professional Development	
Accountabilities	Performance Measure

Takes charge of personal and professional / work education and development in consultation with manager	- Engages with regular peer supervision process. - Maintains and/or extends personal knowledge and skill base required for effective performance. - Identifies any training needs. - Keeps self-up to date with Sector developments - Participates in personal performance review annually including: - Self-reflection - Training and development plans - Formal review process - Staff workplace satisfaction quarterly review. - Completes any requested training.
Perform such other duties as reasonably required by the Manager in accordance with the conditions of the position	Performs all other additional duties in an efficient manner.

Team Membership	
Accountabilities	Performance Measure
Equal Employment Opportunities (EEO)	Demonstrates behaviour that recognises and is consistent with EEO principles and practices.
Individual responsibilities, actions and contributions enhance the success of the team and organisation	- Maintains a current knowledge of relevant issues, trends and practices. - Demonstrates cultural appropriate behaviour. - Builds and maintains productive working relationships. - Participates as a member of designated group(s). - Participates in team meetings. - Liaises with other functional roles to understand needs of the organisation and role. - Values individual effort, innovation and creativity. - Actively contributes to the wellbeing of the team and organisation
Human Resources Policies and Procedures	Is aware of Human Resources policies and procedures and uses manual as a tool to ensure work best practise standards.
Accountability	- Availability is high for advice and mentoring to other team members. - Actively fosters their own self-management and seeks advice and guidance as required.

Person Specifications:**Credentials/Qualifications/Training:**

Has either completed or is committed to completing CareerForce training as per the Pay Equity Settlement up to and inclusive of Level 4. Has sector knowledge and sector working experience.

Outlined below are competencies expected of the person fulfilling the role:

Essential:

- Understanding of strength-based approaches, values-based philosophies and person-centred practice
- Proven ability building successful relationships at varying levels within the health and social service sectors and ability to interact well with people from all walks of life and to understand community requirements
- Experience of using paper based and electronic client management system
- Competent user of IT
- Has current First Aid Certificate

Experience Desirable:

- Excellent verbal and written communication skills
- Attention to detail and quality assurance processes
- Ability to work as a member of a team and autonomously
- Ability to seek relevant information including through the medium of internet
- Ability to react quickly and adapt to situations as they arise, and to show initiative
- Ability to prioritise workload effectively and work under pressure and to deadlines
- Ability to analyse varied information from multiple and diverse sources and to make sound decisions.
- Ability to champion all areas of responsibility.

Competencies (Knowledge, Skills & Attributes):

- Communication skills.
- Negotiation skills.
- Analytical thinking.
- Basic understanding of IT and using electronic systems.
- Innovative and creative.
- Flexible and adaptable.
- High degree of integrity.
- Commitment to providing a quality value based and person-centred service.

Physical Requirements / Work Functions:

We are committed to fostering an inclusive and accessible work environment. The following are typical functional requirements associated with this role, however, reasonable accommodations are available for individuals with disabilities or other access needs.

- Ability to remain in a stationary or mobile position as needed to perform job tasks
- Use of hands for simple grasping (e.g handling, holding) and fine motor tasks (e.g keyboarding, using tools or equipment)
- Occasional driving may be required, depending on job responsibilities

If you require any accommodations to perform these functions, we encourage you to let us know during the hiring process or at any point during the employment.

A full NZ driver's licence is required for the position.