

JOB DESCRIPTION



Job Title:	Reports to:	Location:	Date Last Reviewed:
Link Worker	Service Leader/Manager		May2007
Primary Purpose of the Role	To deliver a recovery focused service in both residential and community settings which is integrated in a culturally, socially and safe way		
Key Responsibilities	<ul style="list-style-type: none"> • Relationship Building • Recovery Practice • Initiative, Influence and Judgement • Policy, Systems and Legislation • Professionalism and Information Management • Communication • Cultural Awareness and Responsiveness 		
Staff Responsibilities	<ul style="list-style-type: none"> • Peer Support • Wellink cars when applicable 		
Financial and Authority Delegations	<ul style="list-style-type: none"> • Nil 		
Budget Responsibilities			
Functional Relationships	<ul style="list-style-type: none"> • Wellink Services and employees • Clients/Peer Teams • Family Members • Community Service Providers • Government Agencies • DHB/Mental Health Services/Care Managers 		
Work Requirements	<ul style="list-style-type: none"> • Rostered duties • Professional development • Clean full drivers licence • Computer Literacy • Supervision • Current First Aid certificate 		
About Wellink	<p>Mission: "To facilitate recovery support that meets the needs of people with experience of mental illness and their whanau."</p> <p>Vision: "fully inclusive and vibrant communities"</p> <p>Philosophy:</p> <p style="text-align: center;">"Ma te aroha, ma te tumanako, hei whakakotahitia ai i a tatou. Hei arahina hoki i a matou mahi katoa"</p> <p style="text-align: center;">"Let understanding, acceptance, love and hope unite our community and lead us in the way we work."</p> <p>Our values: Responsiveness, Passion, Acknowledgement, Unity, Hope</p>		

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Results What needs to be done to achieve the purpose of the job?	Key duties and responsibilities What needs to be done to achieve this result?	Performance outcomes How we will know the result has been achieved?	Weighting Level of importance
<p>Relationship Building</p> <p><i>Acknowledges the quality of the relationship as the principal key to recovery.</i></p>	<p>Establish and maintain healthy and positive relationships with clients who use Wellink Services to create a sense of partnership and working together</p> <p>Ensure clients are comfortable seeking contact and assistance from Wellink Staff</p> <p>Ensure that clients understand the purpose of, and feel encouraged with, the relationship</p> <p>Promote and facilitate two-way working relationships with key stakeholders</p> <p>Actively strengthens relationships with team members</p>	<p>Seeks opportunities for feedback to remove relationship-building obstacles</p> <p>Uses learnt skills to enhance relationships with clients e.g. mirroring</p> <p>Relationships are founded on mutual respect, deep listening, openness, clear agreements and boundaries</p> <p>Demonstrates positive working relationships with community mental health teams, PHOs, family and other service providers</p> <p>Employee uses other Wellink staff to develop their relationship skills</p>	<p>25%</p>
<p>Recovery Practice:</p> <p><i>the ability to build up to, and maintain, excellence in service delivery</i></p>	<p>Work collaboratively with the client, their family and others to identify early warning signs and to develop a plan for responding to these</p> <p>Develop knowledge of community services and resources in order to assist clients access to them</p> <p>Build relationships with community support providers</p> <p>Keep concise written records of client daily progress and notes of all relevant activities and communications with other care providers</p> <p>Support and encourage the client to develop personal plans that clarify the steps needed to achieve their goals</p> <p>Maintain a flexible approach and review plans regularly to ensure client is happy with their progress</p> <p>Negotiate with the client on coaching in life skills to assist them in working</p>	<p>Recognise early warning signs e.g. changes in behaviour and respond with flexibility and compassion, ensuring an early and appropriate response</p> <p>Has comprehensive knowledge of community services and resources and actively supports clients to use them</p> <p>Is pro-active in seeking out new relevant community services and builds relationships with them</p> <p>Maintains concise, meticulous records of clients' daily progress and is proactive in sharing relevant information with appropriate audience(s)</p> <p>Planning documentation is completed according to Wellink's policies and procedures and align with needs assessments</p> <p>Clients' actions on plans achieve satisfactory outcomes for them</p> <p>Noticeable improvement in life skills leading to increasing independence</p>	<p>20%</p>

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	<p>towards recovery and self responsibility with respect to:</p> <ul style="list-style-type: none"> ◆ Independence ◆ Self Responsibility ◆ Budgeting ◆ Housekeeping ◆ Shopping ◆ Personal Hygiene ◆ Problem Solving ◆ Communication & Interpersonal Skills ◆ Living Well <p>Encourage and support the client as necessary to participate in</p> <ul style="list-style-type: none"> ◆ Recreational activities ◆ Learning opportunities ◆ Social activities ◆ Employment opportunities ◆ Reclaiming a place in community <p>Where needed, provide support for clients who are dependent on assistance to help meet their daily personal needs.</p> <p>Support the client to manage their medication if required</p> <p>Work with the client to manage crisis situations, ensuring the safety of self, the client and others; contact and inform appropriate parties of any crisis situations</p>	<p>and confidence</p> <p>Clients build confidence, motivation and feel empowered as a result of Support Worker partnership</p> <p>Consistently displays compassion and willingness to support elderly or long-term clients who are highly dependent. Clients feel able to retain their sense of dignity</p> <p>The client feels supported to develop or maintain independence with their medication management</p> <p>Crises are resolved safely</p>	

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Initiative, Influence and Judgement: <i>the ability to act on own initiative to reach outcomes which are aligned with client recovery.</i>	Take responsibility for ensuring clients' daily needs are met and initiate appropriate actions Maintain client-recovery focus and sound judgement in all client-related matters Address concerns from clients, their families, stakeholders or other Mental Health service providers Use reflective practice approach t	Actively involved in processes to ensure satisfactory outcomes for clients and some key stakeholders Can be relied on to act autonomously and use sound judgement in all decisions Accountable for initial response and resolution of concerns (may be with support from senior staff) Routinely engages in reflective practice and supports others in theirs	10%
Policy, Systems and Legislation: <i>the Link worker's knowledge and application of all relevant Wellink policies, procedures, systems and legislation.</i>	Participate in continuous quality improvement processes Work practices meets Wellink's formal quality management programme requirements Work practices comply with organisational policies and procedures Contribute to the development and review of organizational policies Promote Health & Safety within the workplace and minimizes risk through identification of potential hazards	Demonstrates pursuit of continuous quality improvement activities Services meet quality standards Service risks identified, monitored and reviewed - risks to the service eliminated/minimized Services meet legislative requirements Demonstrated compliance with Wellink's risk management policies and procedures Documentation and daily practice demonstrates knowledge of, and compliance with quality accreditation standards Demonstrated understanding and compliance of health & safety responsibilities Assists in the preparation of internal/external audits against NMHS. Participates in audits some of the time Understands the relevance of the NMHS and supports the service to achieve and maintain the standards	10%

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<p>Professionalism and Information Management:</p> <p><i>the ability to maintain professional work habits and networks, and the ability to receive, record and share information.</i></p>	<p>Adopt a positive, professional and respectful attitude with a focus on team work</p> <p>Stay up to date with information on best practice</p> <p>Develop professional networks internally and externally</p> <p>Identify residential property maintenance needs and initiate repairs</p> <p>Complete all administrative documentation accurately and promptly</p> <p>Share knowledge and contribute to other team members and organisational projects</p>	<p>Maintains strong professional boundaries in own practice and contributes to less experienced staff</p> <p>Keeps up with changes in Mental Health service and seeks out new information on best practices in relevant areas</p> <p>Has built a wide network of effective professional relationships which include clients' families and stakeholders and is proactive in sustaining these relationships</p> <p>Ensures all Health and Safety-related repairs and maintenance are undertaken promptly to ensure that a safe, functional and pleasant environment is maintained</p> <p>Has documented personal performance objectives in place that are regularly monitored and reviewed</p> <p>Participates fully with team and wider organisation whenever appropriate</p>	<p>10%</p>
<p>Communication:</p> <p><i>the ability to communicate effectively, to clearly convey information, and to respect confidentiality.</i></p>	<p>Communicate clearly, respectfully and simply, ensuring audience understands intent of communication</p> <p>Use appropriate style of communication to suit the audience and situation</p> <p>Use style of communication that takes account of different cultural communication styles and language</p> <p>Ensure that all communication respects the boundaries of ethics, confidentiality and sensitivity</p>	<p>Uses clear, concise and respectful language in all communications</p> <p>Understands different styles of verbal and non-verbal communication and demonstrates adaptability in different situations</p> <p>Is respectful and courteous when communicating with staff, clients and stakeholders</p> <p>Conveys and respects client and organisational confidentiality</p> <p>Maintains good professional boundaries when communicating confidential and sensitive information</p>	<p>15%</p>

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<p>Cultural Awareness and Responsiveness:</p> <p><i>the ability of Link workers to work in a manner that supports recovery from a cultural perspective.</i></p>	<p>Is guided by the principles of the Treaty of Waitangi:</p> <ul style="list-style-type: none"> • Partnership • Protection • Participation <p>Assist people to feel safe culturally and support them in the pursuit of cultural affirmation and cultural self determination</p> <p>Assist and connect with service users in a cultural context</p> <p>Cultural Extensions:</p> <ul style="list-style-type: none"> ○ Gender ○ Sexuality ○ Minority Groups ○ Migrants ○ Refugees ○ Intellectual Disability ○ Rangatahi <p>Works in a culturally effective manner in supporting Maori and Pacific communities</p>	<p>Accesses cultural community leaders for advice and assistance as needed</p> <p>Facilitates access to culture and activities</p> <p>Whanau involvement as directed by the client</p> <p>Seeks out knowledge and resources relating to different cultures as needed</p> <p>Has knowledge of best practice in culturally responsive service provision</p> <p>Demonstrates a clear knowledge of the cultural diversity within Aotearoa</p> <p>Seeks out support and advice when required</p> <p>Can facilitate the cultural assessment process in a manner that is appropriate for the cultural context</p> <p>Clearly displays the ability to communicate with services users and their families on a cultural level</p> <p>Actively seeks out relationships and opportunities that will assist in the cultural development of service users</p> <p>Displays understanding of the importance of families and is comfortable in conjunction with working with them</p> <p>Displays an understanding of cultural protocol and processes for Maori and Pacific communities</p> <p>Work in partnership with Maori mental health services</p> <p>Actively seeks out cultural networks to improve services available to Maori and other Pacific users</p>	<p>10%</p>

PERSON SPECIFICATION

The ideal applicant will have the following qualifications/experience, attributes, knowledge and skills:

QUALIFICATIONS and EXPERIENCE

Intern – Learning about theory and practice

- Has yet to complete Wellink orientation
- Has yet to complete core training
- Has yet to complete the National Certificate in Mental Health Support Work Level 4
- Employed for the first time with a mental health provider
- Has completed less than six months similar paid or unpaid work

Assessed – Knows and understands theory and practice

- Has completed Wellink orientation
- Completed core training
- Has completed the National Certificate in Mental Health Support Work Level 4 or an other relevant Level 4 qualification
- Has completed a minimum of twelve months as a support worker or in another similar role
- Has demonstrated a working understanding of the principle elements of Mental Health service delivery

Intermediate – Understands and applies theory and practice

- Applies learning to a range of situations
- Identifies available resources required to ensure knowledge is continually increased
- Has completed a minimum of twenty four months as a support worker

Advanced – Continually integrates theory and practice

- Has completed a relevant NZQA Level 5 or above qualification
- Demonstrates learning on a consistent basis
- Mentors less experienced support workers within own team and/or wider organisation

Specialist Support worker – Leads, teaches and re-learns theory and practice

- Identifies and completes relevant additional training
- Can provide training/coaching to less experienced support workers
- Contributes to continual practice improvement

ATTRIBUTES

- Empathy
- Unconditional positive regard for clients
- May have had personal experience of mental illness

KNOWLEDGE

- Good understanding of the Mental Health sector
- Good understanding of quality standards
- Understanding of Te Reo Maori and other Pacific Island cultures