

## Apex Care Support Worker Job Description

### Values

#### **Doing what's right**

Approaching all we do with fairness, morals and values

#### **Going above and beyond**

Our passion and our drive to support the people in need and assist them to become independent and empowered. This is what drives us.

#### **Being real and down to earth**

We are all just people and we want to support everyone in a real, down to earth way. No position in the company is too important to stop and lend a hand.

#### **Being there when needed**

Whether it is 3am or 4pm you can count on us to be there. We are responsive at an individual level and team level.

#### **Being holistic**

A holistic approach to support provides an overall health and well-being benefit to all, as well as bringing a sense of belonging and self worth.

### **Apex Worker Essentials**

**Resilience** – Our work presents many challenging situations and the ability to be resilient and understanding is essential

**Boundaries** - Because we work with youth that have experienced some hard-to-process times keeping your relationship professional and therapeutic is essential. We are not there to be a friend, we are there to ensure safety, provide mentoring and a support.

**Desire to learn** - We work in a field that is forever changing. It is essential that our team is willing to reflect on their practice and consider that a new approach might be needed and embrace supporting the person in need. This requires a willingness to reflect, listen and learn.

**Know when to ask** - There may be times where you aren't managing so well. There are times where you may have become a little too close, and there are times where the issues the person you are supporting are too close to home for you. We encourage our team to reflect on these situations and let us know so we can support and help them.

## Job Description

**Position:** Support Worker  
**Reports To:** Team Coordinator/Operations Manager

### Objective:

To provide supervision and support, encouragement and mentoring in line with the individuals support plan.

### Primary Responsibilities:

- Maintain professional conduct and strict boundaries at all times.
- Work in a way that aligns with Apex Care's Values.
- Support tangata whaiora by maintaining consistent routines and work practices based on support plans, risk management plans, and guidelines.
- Prompt the update of support plans when no guidance is provided or situations have changed.
- Respect and uphold the confidentiality of the people you support, colleagues and the organisations you support including Apex Care.
- Assist and encourage the people we support with everyday tasks as per support plan, such as meal preparation, cooking, cleaning, going shopping, maintaining household duties. Where indicated in the support plan support with personal care, such as showering, toileting, dressing, hoist transfer etc.
- Understand the needs of tangata whaiora and adapt your communication to each individual.
- Support tangata whaiora in improving their health and wellbeing and monitor.
- Support tangata whaiora to achieve realistic and proactive goals.
- Provide support in a way that promotes independence that is relevant to the individuals age.
- Create and maintain therapeutic relationships with tangata whaiora.
- Support and encourage tangata whaiora to connect with the community in a safe and productive manner.
- Support tangata whaiora to pursue hobbies and interests, encouraging full participation in all aspects of daily life.
- When supporting rangatahi ensuring that their wellbeing, welfare and best interest are always put first following the principal of paramountcy.
- Work in accordance with Apex Care Policies and Procedures and to engage in professional development including attendance of Apex Care training and supervision.
- Work as part of a team in a professional manner.
- Provide complete and accurate daily reports on the tangata whaiora that you support before 9am the following day.
- Ensuring that incident reports are completed and submitted within 12 hours of event occurring – This includes reports of harm, near miss, absconding, concerns of abuse, medication errors.
- Oversee/administer medication in line with the Apex Care policy and that of the overseeing organization.
- Contribute to the review of the supports to ensure we are meeting the best possible outcomes for the tangata whaiora and clients.
- Stick to the allocated budgets and maintain records of receipts.
- Attend Apex Care health and Safety meetings.
- Providing practical support to tangata whaiora and their families.

- Being a role model and companion to tangata whaiora.
- Ensuring accurate handover and communication with all staff involved with tangata whaiora.
- Teaching life skills to tangata whaiora.
- Provide mental and emotional support .
- Work alongside tangata whaiora to solve problems.

## Shift Expectations

### Task list

This task list forms part of your job description. Failure to comply may be seen as misconduct or serious misconduct. Please tick off that you understand each requirement.

#### Single staffed shift

1. Maintain professional conduct and boundaries at all times. You are not there to be a friend but a professional support that develops rapport and true connection
2. Note what the person is wearing
3. Medication secured in a safe (call office if not provided)
4. Keys must be secured on you at all times and personal items kept separate e.g. in your car.
5. Carefully read care plan and noted risks
6. If the young person absconds or you have a crisis call OT and APEX and ask if police need to be called and complete a incident form
7. Please remember daily notes are due in by 9am
8. Please create meaningful activities for the young person outside of the accommodation (where possible)
9. Please do not leave town with the young person unless approved
10. Under no circumstances can you buy the young person anything except for with their own budget
11. The client should be monitored at all times. Monitoring should align with the support plan

#### Double Staffed Shift

1. Always be mindful of our positioning in the room, know your exits
2. Two eye's must be on the young person at all times, except when in bathroom
3. Double staffing is required for those where there is a risk of violence or aggression or inappropriate behaviour. Please prioritize safety
4. A site safety check has been complete
5. The support/ risk management plan has been thoroughly read
6. Create meaningful activities that allow little time for boredom
7. In the event of a mental health crisis, absconding etc please call OT, APEX and the police, ambulance if needed. Incident reporting is a must by 9am the next day.
8. Maintain professional conduct you are not there to be a friend but a professional support that develops rapport and true connection
9. Medication secured in a safe (call office if not provided)
10. Keys must be secured on you at all times and personal items kept separate e.g. in your car.
- 11.

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12. Please do not leave town with the young person unless approved
  13. Under no circumstances can you buy the young person anything except for with
  14. their budget
  15. Noted what the person is wearing
  16. Notes are completed by both staff on duty.

### **Awake Night Shift**

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1. Must remain awake and vigilant
  2. Must conduct checks as per plan (usually this is line of sight or 15 min checks)
  3. Ensure securing of the premises
  4. In the event of a mental health crisis, absconding etc please call OT, APEX and the police, ambulance if needed. Incident reporting is a must by 9am the next day.
  5. Maintain professional conduct, you are not there to be a friend but a professional support that develops rapport and true connection
  6. Medication secured in a safe (call office if not provided)
  7. Keys must be secured on you at all times and personal items kept separate e.g. in your car.
  8. Please do not leave town with the young person unless approved
  9. Under no circumstances can you buy the young person anything except for with their budget
  10. Noted what the person is wearing

### **Sleepover**

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1. You are able to sleep between 10pm and 7am in your room
  2. A sleepover requires that you be responsive if needed e.g. you hear noises in the apartment; the young person is up and awake etc.
  3. Ensure securing of the premises
  4. If you are required to be awake more often please advise the office as this can be a safety risk
  5. In the event of a mental health crisis, absconding etc please call OT, APEX and the police, ambulance if needed. Incident reporting is a must by 9am the next day.
  6. Maintain professional conduct, you are not there to be a friend but a professional s
  7. Medication secured in a safe (call office if not provided)
  8. Keys must be secured on you at all times and personal items kept separate e.g. in your car.
  9. Please do not leave town with the young person unless approved
  10. Under no circumstances can you buy the young person anything except for with their budget
  11. Noted what the person is wearing
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Employee Name

Employee Signature

Date