



**pathways**  
*ahakoā te aha*

Position Description

# Support Worker

# About Pathways and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. Every year we support around 5000 adults and young people, all around New Zealand, to live their dreams and flourish – from supporting young people to love life, be resilient and feel good about their futures, to providing adults with support around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of ‘transforming mental health and addictions through fostering strong, compassionate, self-supporting communities’, we’re continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we’re here to do everything we can to support them in their recovery. Our spirit of ‘whatever it takes’ is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We’re all about hope and respect and providing personalised support that changes as people’s needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors.

Join us on our journey of helping people live a life they love.

## The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create fresh possibilities and services for the wellbeing of people, organisations and communities.

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the group.

## Position

**Reports to:** Team Coach

**Location:**

**Purpose:**

To assist people using Pathways and Real services to reach and maintain optimum physical, emotional and spiritual wellness through a model of empowerment.

**Relationships  
(Internal):**

Pathways and Real employees, Wise Group employees

**Relationships  
(External):**

People using services and their families/whanau and support people  
DHBs, other key stakeholders, external suppliers, government and community agencies

## Ohia nui

Inspirational Purpose

We support people to live full lives; hopeful and connected to what matters to them



## Aronga matua

Focus

Front of mind, every day

December 2022

## Wairua

Spirit

Ahakoia te aha  
*Whatever it takes*



## Tūmanako tangata

Character Attributes

Aroha *Loving*  
Whakahonohono *Connected*  
Harikoa *Joyful*  
Tika *Authentic*  
Manako *Hopeful*  
Māia *Courageous*  
Māhorahora *Generous*  
Pou Piripono *Reliable*

## Mātāpono Beliefs

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- We are part of great partnerships that deliver to people
- Peer support and lived experience are integral to what we do
- Helping everyone we support to have somewhere to live, something to do, something to hope for and someone to love
- Connected, diverse and compassionate communities build strength and resilience
- Our staff make the difference
- Sustainability influences our actions
- Evidence-based practice, tikanga and mātauranga underpins our mahi
- We invest in finding out 'What do you need right now?'

## Wero nui

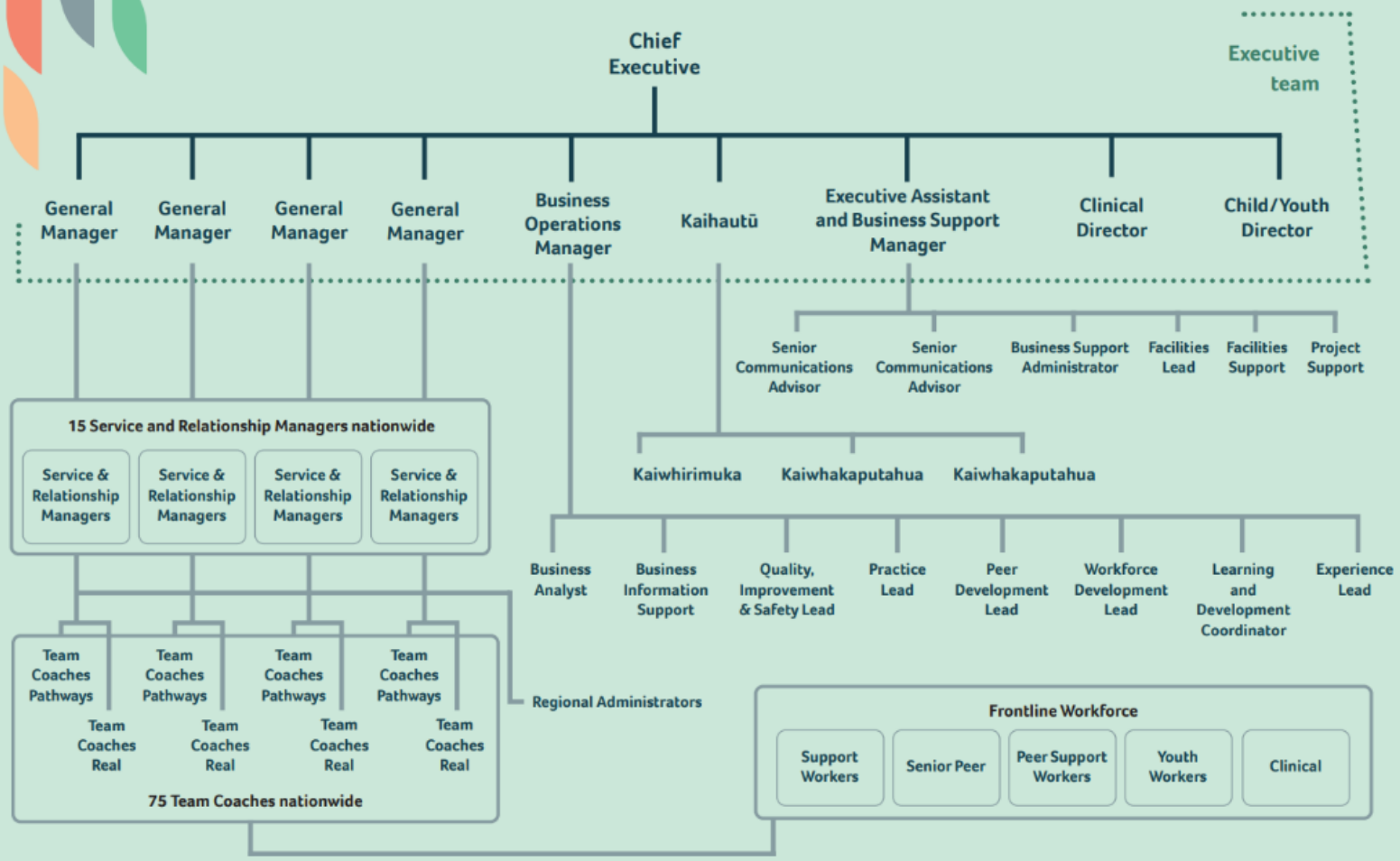
Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes

**pathways**  
*ahakoia te aha*



# Pathways and Real leadership structure



- Business Support Service
- 
- Finance
  - People and Culture
  - Design and Digital
  - Information Services
  - Property Systems and Design
  - Project Management Office
  - Contracts & Legal

## Requirements of the position

Focus	Activities	Outcomes
<p>Support people using Pathways' service to live their dreams and flourish.</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>Maintain effective and accurate records.</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 Coach - 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>
<p>People using Pathways' service are aware of Pathways' service standards and policy.</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</li> <li>All people using Pathways services receive information about Pathways' services, relevant to the service being used. This may include: Map of area</li> </ul>

		<ul style="list-style-type: none"> <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>
<p><b>Service delivery is of the highest quality.</b></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 Coach within 24 hours and documented in Recordbase.</li> </ul>
<p><b>Relationship and network development.</b></p>	<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>
<p><b>Contribute to the ongoing success of Pathways including reputation for excellence and innovation.</b></p>	<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> </ul>	<ul style="list-style-type: none"> <li>• Actively live Pathways' values and philosophies.</li> </ul>

	<ul style="list-style-type: none"> <li>• Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.</li> </ul>	
<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge and application of the Te Tiriti o 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> <li>•</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>
<p><b>Provision of other related duties within capability.</b></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>
<p><b>Be your very best</b></p>	<ul style="list-style-type: none"> <li>• Plan regular uninterrupted times to meet with the Service &amp; Relationship Manager to review your 90-day plan and seek feedback on performance</li> <li>• Actively develop personal leadership skills</li> <li>• Develop a learning and personal development plan with your manager and implement this plan as agreed</li> <li>• Share knowledge gained from professional development experiences</li> <li>• Work in a culturally safe and respectful manner incorporating the principles of the Te Tiriti o Waitangi and be mindful of the cultural diversity of the community.</li> <li>• Role model a healthy lifestyle.</li> </ul>	<ul style="list-style-type: none"> <li>• You are well prepared for any forums and meetings, sharing what’s working and what’s not and bringing solutions for improvement.</li> <li>• Your skills are current and your innate curiosity means that you are always seeking new learning opportunities</li> <li>• You demonstrate behaviour that is consistent with equitable practices.</li> <li>• Evidence of Te Tiriti o Waitangi principles are reflected in everyday practice and future organisational planning</li> </ul>
<p><b>Think and Act as One</b></p>	<ul style="list-style-type: none"> <li>• Participate in creating a culture of think and act as one</li> <li>• Actively participate in and contribute to national leadership forums and regional meetings</li> <li>• Represent Pathways and the Wise Group in a professional</li> </ul>	<ul style="list-style-type: none"> <li>• The Wise Group based services feel connected to each other’s work and each other</li> <li>• You are highly regarded for your contribution nationally within the organisation</li> </ul>



	<p>manner at all times</p> <ul style="list-style-type: none"> <li>• Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges</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>• The service continually repositions itself to meet perceived future need</li> <li>• Projects and tasks are completed within agreed timeframes to agreed standards</li> </ul>
<p><b>Be committed to safety and wellness in the workplace</b></p>	<ul style="list-style-type: none"> <li>• Take responsibility for personal wellbeing and health management within the workplace</li> <li>• Comply with legal obligations and safety and wellbeing policies and procedures</li> <li>• Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure</li> <li>• Be committed to safety and wellbeing by following the Wise Group roles and responsibilities table (located on The Well).</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe for self and others</li> <li>• Policies and procedures are understood and followed as designed</li> <li>• All safety and wellbeing reportable events are accurately reported within specified timeframes</li> </ul>

## Accountabilities

<p><b>Authority</b></p>	<ul style="list-style-type: none"> <li>• Financial – Nil</li> <li>• Operational – Nil</li> </ul>
<p><b>Direct Reports</b></p>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>

## Know how

## Essential

## Preferred

	Essential	Preferred
Practical and Technical 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> <li>• Holds a New Zealand Certificate in Health and Wellbeing (NZCHW) or a recognised equivalent or be willing to commence study towards this within six months of starting employment with Pathways and completed within two years of commencement.</li> <li>• Drivers Licence.</li> <li>• First Aid Certificate.</li> </ul>	<ul style="list-style-type: none"> <li>• Treaty of Waitangi Principles</li> </ul>
Experience	<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>