

# JOB DESCRIPTION

## Community Support Worker

### Position Details

**Position Title:** Community Support Worker  
(Minimum Guaranteed Hours Employment Agreement)

**Location:** Northland

### Purpose of the Position

Ensuring that disabled people can live in their own homes and participate in their own community by accessing opportunities of their choosing as detailed in their Personal Plan.

The support provided will promote confidence, skill building, independence, quality of life and inclusion within the family / whanau and the wider community.

### Reports to

Service Manager with regular supervision and direction from the Service Coordinator.

### Staff Responsibilities

None

### Functional Relationships

- Disabled people, their family/whanau and support networks.
- Community organisations, groups and workplaces identified in individual action plans i.e., district nurses, occupational therapy, Age concern etc.
- CCS Disability Action Staff (local and regional).

### Key Outcomes

- Ensure disabled people have the ability to reach their identified goals in an enabling, culturally respectful and unobtrusive manner.
- That the support work is driven by the person we support individual Personal Plan.
- That the service delivery is creative, flexible, and responsive to the needs of the disabled person and in line with CCS Disability Actions values and mandates.

- The disabled people are supported in making their own decisions and can participate to the best of their ability within their own communities.
- Provide empowering, competent, and respectful support consistent with the cultural values of the individual, and his or her whanau.
- Provide support which encourages and facilitates the individual's inclusion in their family / whanau and wider community.
- Communities are aware and are more inclusive of disabled people and their families/whanau.

## **Key Tasks**

- Support is provided in ways, at the times and places agreed in the individual's Personal Plan with CCS Disability Action.
- Provide services in accordance with CCS Disability Action policies and procedures and work practices and the Disability Leadership Framework.
- Be respectful of the individual and their home.
- Remain professional at all times and in line with CCS Disability Action's Standard of Integrity and Conduct.
- Look for opportunities to develop and maintain community connections and networks. Ensuring CCS Disability Action services are promoted and communities are educated with the concept of inclusion and community development.
- Work in ways which are consistent with the Tiriti O Waitangi.
- Ensure any concerns around child / adult safety and hazards and incidents are identified, reported, and managed in line with CCS Disability Action policies and procedures and work practices. This includes escalating concerns to Service Coordinators or Service Manager.
- Undertake tasks and duties allocated to you by the Service Coordinator or Service Coordinators or the Senior Service Coordinator or Service Manager.
- Take part in supervision, performance review and training opportunities.
- Attend compulsory training sessions that CCS Disability Action offer.
- Complete and submit timesheets and any relevant forms by the due date.

## **Person Specification**

It is expected that the incumbent will be able to demonstrate the following personal skills and attributes, and professional skills and knowledge.

- Experience in a service delivery organisation;
- Understanding of the disability sector and ability to relate to people with disabilities in a positive affirming manner. Strong communications and relationship building skills;
- Demonstrates commitment Te Tiriti o Waitangi and the UN Convention of the Rights of Disabled People;

- Committed to ensuring child protection and the safeguarding of adults.
- Clean driver's license or access to transport;
- Careerforce, up to and including Level 2 training or equivalent (or prepared to take on Careerforce training to achieve this level);
- Experience in a service delivery organisation;
- Understanding of the disability sector;
- Experience working with disabled people;
- Understands the Code of Health and Disability Services.

## **Our Organisation**

1 in 4 New Zealanders live with an impairment; however our society does not operate in a way where everyone can participate. This lack of participation can be due to a physical barrier; a barrier created by other people's attitudes and behaviours; or by a lack of access to information. These barriers create an environment that disables people.

CCS Disability Action is an organisation that supports people of all ages, and across the diverse cultures and disabilities in Aotearoa/New Zealand society. We have a role in removing the many barriers that disabled people encounter.

CCS Disability Action builds our work around three core documents:

- United Nations Convention on the Rights of Persons with Disabilities
- Te Tiriti o Waitangi
- New Zealand Disability Strategy

These documents mean we work within a human rights framework. We partner with disabled people, their families and whanau, to ensure that people with disabilities are in the driver's seat in their lives, have a positive and connected life, and that their local communities are more inclusive.

In our work, CCS Disability Action connects with all parts of Aotearoa/New Zealand. We recognise Māori as Tangata Whenua and are committed to being in relationships with Hapu and Iwi so that we continue to develop our ability to support disabled Māori and their whanau.

CCS Disability Action has a regional structure with local offices. We provide disability support to over 6,500 disabled people and their families each year. We run the Mobility Parking scheme which supports over 95,000 people to access their local towns and facilities more easily.

We measure success by our ability to connect people with disabilities with the range of life opportunities that every New Zealander might reasonably expect:

- belonging in a family or whanau
- learning
- having friends and relationships

- having choices about where we live
- having meaningful work and leisure opportunities
- participating in the community
- belonging culturally and spiritually in a way that has personal meaning

## **Competencies**

### **1. Interpersonal skills**

To interact with others in a way that shows understanding of and respect for their feelings and concerns. It involves thinking about the effect of what they do and being able to change their behaviour to accommodate the needs of others when this is appropriate. It also involves the ability to present a point of view in a way likely to lead to productive outcomes, anticipating and minimising unnecessary conflict, and identifying and using opportunities for resolution.

### **2. Communication skills (oral and written)**

The ability to express thoughts and ideas clearly and effectively, to a range of different audiences and in a variety of formal and informal situations. It includes the ability to relate to people from diverse backgrounds including disabled people and people from different cultural backgrounds in a way that recognises and respects their background or culture.

### **3. Team Approach**

An enthusiasm for working co-operatively with others and to build consensus to achieve a particular result.

It implies a flexible approach and a willingness to carry out tasks not normally part of their own role, to achieve organisational objectives. It also implies a willingness to contribute beyond their own particular role and responsibility when this is in the best interests of the organisation.

### **4. Service focus**

Understanding of the importance of customers to the organisation and the ability to reflect this in all aspects of their work.

### **5. Self-management**

Personal ability to identify what needs to be done, and to organise and motivate themselves to do it.

This includes proactively identifying potential opportunities or problems and to initiate action to address these, as well as being prepared to tackle areas outside their immediate experience or skill level to develop their ability. It includes taking personal responsibility for managing workload to produce quality work and meet deadlines, even when working on several projects at one time. Self-management also requires approaching work with a focus on objectives, so that they are able to adjust their

approach as requirements change, cope with setbacks while behaving appropriately at all times.

## **6. Sensitivity to context**

Appreciation of the culture and complexities of the Not-For-Profit (NFP) and disability sectors and the workings of the Government sector, and the ability to work effectively within these environments to achieve the organisation's objectives.

## **7. Ability to relate to a diverse range of people**

Ability to relate to a diverse range of people with and without impairments in a way that affirms them as individuals i.e. recognising their rights, acknowledging their aspirations, being sensitive to their feelings and the practical and attitudinal barriers that they face day to day.

## **8. Commitment to bicultural development**

Understanding of the position of Māori as individuals and as the Tangata Whenua, and of their individual and collective aspirations. Commitment to the principles of the Treaty of Waitangi and understanding the implications of these principles for all aspects of the operation of CCS Disability Action. Knowledge of and respect for Māori language and culture, and the ability to conduct oneself appropriately in a Māori cultural setting.

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## **Our Foundation Statement**

### **Te hunga hauā mauri mō ngā tāngata katoa**

This statement forms the foundation of our identity and means that all people have Mauri, unique life force, and that we value every person equally.

## **Our Vision**

### **Including All People**

CCS Disability Action has a vision that every disabled person/whānau hauā is interwoven in the lives of their whānau and community.

To achieve our vision we are taking action to make Aotearoa/New Zealand a society where everyone plays their part to include all people - family members, friends, Hapu, Iwi, educators, health workers, business people, employers, councils, Government, community agencies and the public.

## **Our Purpose**

To strengthen communities and provide support so people with disabilities are included in the life of their family and in their community.

## Te Aronui - Our Strategic Priorities



### **Disabled people - whānau hāua**

Our purpose and focus. This sits centrally in Aronui as a reminder that everything we do will be underpinned by the self-determination of disabled people.

### **Mātauranga – knowledge**

All people have knowledge to contribute to our society. We recognise disabled people/whānau hāua as the experts in their own lives. We will share our knowledge freely to ensure disabled people can access the information that they need. We also recognise that we benefit from receiving the knowledge that disabled people hold.

### **Whanaungatanga – connectedness**

Understanding that all people and systems are interconnected. We will seek to identify connections between people and systems to ensure that disabled people have access to resources they need.

### **Hauora – wellbeing**

Acknowledges that being 'well' means different things to different people. We will ensure that the voice of disabled people/whānau hāua guides us ensure people can lead their own life, in their own way.

## **We value**

- Mauri, the unique life force of each person
- Disabled peoples' leadership
- The connections of family, whānau, and community
- The common ground between us and our differences
- The allies and partners in our work

Signed \_\_\_\_\_  
(the Employee)

Date \_\_\_\_\_

Signed \_\_\_\_\_  
(the Employer)

Date \_\_\_\_\_