

## Respite Support Job Description

### *Mission Statement:*

To promote hope and wholeness through the provision of safe, quality community-based services, by working in partnership with people recovering from mental health and emotional issues.

*Values:* Hope Hospitality Service Safety Security

*Culture:* Servanthood “Serving God by serving others” Teamwork Excellence Quality

**Brief Role Description:**

The Respite Support position (full-time, part-time, or casual) is a residential-based role in one 5-bedded Crisis Respite house. The role requires working as part of a team, and will include sole-charge shifts and/or sleepovers. It is comprised of one-to-one Guest support based on a *Respite Management Plan*, household tasks and management, cooking, oversight of the whole house, and some administrative tasks.

The Respite service meets or exceeds the requirements of the NZ Health & Disability Standards (Mental Health).

**Reports to:**

* The Manager

**Relationships with:**

* Staff team
* Respite Guests
* Admin support
* Mental health clinical teams
* Guests’ families/whanau & visitors
* Community agencies and businesses

**Key Responsibilities:**

* Adheres to Beth-Shean Trust mission and values, policies and procedures at all times.
* Ensures Guests are supported in accordance with their *Respite Management Plans* using a Strengths-based, Recovery approach that acknowledges the whole person as in *Te Whare Tapa Wha*.
* Utilises information and resources from the Equally Well project to promote physical well-being of Guests.
* Ensures that the house and environment are maintained to an exceptional standard; thus providing a safe, comfortable, restful and professional environment.
* Ensures their ongoing professional development through training, supervision, and self-directed learning.

**Areas of Responsibility:**

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| **Area** | **Responsibilities - Standards** |
| **Culture & values** | * Ensure the Trust’s values are inherent in every area of their work. * Ensure that the culture of services offered, and ways of working accurately reflect the Trust’s values. * Works in ways that promote team well-being and mutual respect. |
| **Guests’ support** | * Each Guest is treated with respect and care. * Support is provided in accordance with ‘*Respite Management Plans’*, Beth-Shean policies and Guests’ preferences, & within the limits of the employee’s responsibility and scope of practice. * Support is provided in ways that enhance and support the self-determination of the individual. * Utilises mental health & addictions resources, knowledge and skills to support a Guest’s recovery. * Guests’ safety - physical, emotional, cultural - is paramount. Staff will intervene if/when any Guest is put at risk by another Guest or any other person. * Manages time effectively over a shift, so that that each Guest has opportunity to speak privately with staff should they wish to do so; and that each Guest’s mental state and well-being is monitored. * Work with Guests includes informal individual and group activities - talking, doing activities/crafts/games, walking/exercising, watching TV/movies with Guests. * Knowledge of community services and resources is developed and utilized for Guest’s support. * Supports Guests to review, reduce and quit their smoking habit. * Supports Guests to take positive action towards good physical health. * Works to ensure that the house atmosphere contributes to rest, and the comfort of guests. * Appropriate professional boundaries are maintained between staff and Guests and others. |
| **House Management** | * The house is kept tidy, welcoming, and hygienic throughout a shift. * Household management tasks are completed in a timely manner, in accordance with procedures and relevant infection control practices. * Any work requested by the Manager or otherwise delegated from team processes is completed. |
| **Meals** | * Meals are prepared and served on time in line with policy. * Meals are nutritious and varied, reflecting *NZ Food and Nutrition Guidelines*, and specific Guest needs. * All food-handling is in accordance with accepted safe food handling procedures*.* |
| **Liaison** | * Constructive, respectful working relationships are developed with staff of the Community Mental Health Centres and other services whose clients use Beth-Shean. * All communication is in accordance with the *Privacy Act (1993*), the *Privacy Health Code (1994)* and Beth-Shean’s *Privacy & Information Policy*. * Clinical and other support people are kept informed of Guests’ progress, needs, and any difficulties. Teams are asked for information about treatment, appointments etc. * Information requested by clinical teams is provided, and messages responded to promptly. * Family/whanau & friends are welcomed in accordance with Beth-Shean’s *Visitors’ Guidelines* (unless a Guest prefers not to see them, or their presence is deemed undesirable). |
| **Medication supervision** | * All medications are supervised and given in accordance with Beth-Shean’s *Medication Procedures*. * Staff will ensure they understand the general purpose of medications used by Guests and common side-effects. |
| **Health and Safety** | * Staff will ensure the safety of self, Guests, colleagues, and visitors to the house; and neither by their action nor in-action shall put another person at risk of harm. * Staff work to maintain their own health and well-being. * Beth-Shean’s *Health & Safety Policies,* *Incidents’ Policy, Safety Guidelines, Infection Control programme* & other safety proceduresare adhered to at all times. |

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