

## POSITION DESCRIPTION

### Care Coach

<b>Position title</b>	Care Coach	<b>Location</b>	Various
<b>Reports to</b>	Hub Manager	<b>Date</b>	PDF 2024
<b>Direct Reports</b>	Nil	<b>Hours</b>	As per contract

### OUR ORGANISATION

<b>About us</b>	<p>We're a values-led organisation working hard to raise the bar on compassionate, empathetic care delivery in New Zealand. We have a track record of leading from the heart for 25 years. We choose our Team Members, not just for their qualifications and experience, but for their desire and ability to truly go the extra mile to make a difference in the daily lives of our Community Members.</p> <p>Team Members choose us, because they can come to work for a family business, do meaningful work and make a contribution to an organisation that is working hard to elevate the meaning of 'care' in our industry and build a skilled workforce who are celebrated and valued.</p> <p>We're committed to 'doing what is right' for our Community Members, doing whatever is needed, and doing it with heart.</p>
<b>Our why</b>	Enriching Lives! Inclusive Community
<b>Our vision</b>	We are a great place to work – making us the first choice in Care <sup>1</sup>
<b>Our philosophy</b>	<b>Everyone has the right to live life, their way; in an inclusive community.</b> To have choice and control over the things that matter to them. To be able to enjoy enriching experiences and make connections - with a support crew that puts their heart into it.
<b>Our values</b>	<p>Our values guide us in our service delivery.</p> <p><b>Health &amp; Happiness</b> We create a fun, positive environment that promotes the core tenets of health and wellbeing.</p> <p><b>Empowerment</b> We empower people to develop confidence in their own abilities to be the best they can be. Their way.</p> <p><b>Attentiveness</b> We encourage responsive, attentive care that goes the extra mile. We put our heart into everything we do.</p> <p><b>Respect</b> We honour and celebrate the differences that we all bring to life and community.</p> <p><b>Trust</b> We will do the right thing. We will put our Community Members first and trust that by doing this intently – the rest will sort itself.</p>

<sup>1</sup> First choice for caregivers, community members and their families. Values led. Reputation for best tailored outcomes and care standards.



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## ROLE PURPOSE

The purpose of this role is to enrich the lives of our clients and champion inclusive communities through experiencing **Care. With Heart.** every day. This will be achieved by providing quality and individualised wrap-around care to the people we support along with being an authentic member of the team. This will support Creative Abilities to achieve its vision of being a great place to work – making us the first choice in care.

*“Care. With Heart. It’s more than a mantra. It is simply how we do things around here. It is kind, it is compassionate, it is empathetic. It is values-led and it is professional. It’s our unifying promise across all services.”*

## KEY RESPONSIBILITIES HIGHLIGHTS

1. Consistently deliver **Care. With Heart** to our Community Members & their whanau
2. Be comfortable, capable and respectful when providing personal cares to people who have Very High Needs
3. Be a role model and provide on the job support to your colleagues
4. Provide on the job support and assistance to Hub leadership
5. Be comfortable, capable and respectful when providing personal cares to people who have Very High Needs
6. Proactively engage and participate in quality assurance and risk management processes
7. Be a team player

## KEY RESPONSIBILITIES

## OUTCOME/S

Consistently deliver **Care. With Heart** to our Community Members & their whanau

### **Our Community Members (and their whanau where appropriate):**

- Feel a genuine sense of community and love being part of Creative Abilities. Positive, professional relationships are built, maintained, and prioritised
- Are empowered and supported to gain control over the things that are important to them and are supported in making their own decisions and can participate within their own communities
- Know, their aspirations, needs and wants (including personal cares and household management) are important and their care plans will be implemented and brought to life in a meaningful, professional and positive way
- Receive Care (service delivery) which is skilled, creative, flexible, responsive and respectful to the needs and cultural values of the individual and in line with our organisation values and expectations
- Are provided with care that encourages and facilitates their inclusion in their family / whanau and wider community.
- Are empowered, encouraged, and supported to liaise with community groups. Engagement, connection, and personal development opportunities are supported and are awareness of Community services and resources are promoted outside of Creative Abilities
- Are always assisted to work through and solve social, emotional and financial problems or issues and have their questions answered
- Participating in planning and care of individuals
- All identified risks and risk management strategies and plans are understood, and that these are adhered to, keeping them safe
- Coaching the wider community when out and about, championing a truly inclusive and non-disabling New Zealand



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Be a role model and support your colleagues

**Our Team Members:**

- Positive, professional relationships are built and maintained, and prioritised
- Questions are answered (or alternatives given), in order to maximise good decision making aligned to our values and expectations
- Can articulate values, expectations and goals in relation to their position as well as the organisation
- Is responsible for ensuring all personal mandatory training are completed
- Ensure all policies, procedures, operating guideline are always adhered to

Proactively engage and participate in quality assurance and risk management processes

- Important information is shared as effectively as possible
- Tasks and maintenance are completed as required
- Continual assessing/reviewing community members needs and wants
- 'On the day' roster changes are supported ensuring Community and Team Member safety and experience
- Support community members to safety follow therapy plans and assisting with rehabilitation exercises reporting if changes need to be made.
- Incidence of events, incidents, accidents, and infections are reported, managed and monitored as per company policy and corrective action is taken as deemed appropriate
- Health and safety risk to community or team members or visitors are identified and effectively managed with support from the leadership team
- Monitoring and reporting on the progress of the community members are completed
- Observing and reporting changes in community members conditions and reporting compliments and complaints about care.
- Practice that could compromise Community Member safety, privacy or dignity is identified, reported and investigated with corrective and prevention actions put in place
- During emergencies and/or complex situations procedures are followed and team members are supported
- Community Members' issues and complaints (including those made by applicable and appropriate whanau) are listened to, advocated for, recorded and actioned in the appropriate manner
- Understand and implement all procedures and guidelines including ensuring the safety of medication storage and administration, and practice regarding infection control
- Understand and can effectively implement emergency procedures such as fire response and evacuation
- Keep factual and timely formal records through company systems
- Ensure company brand and physical spaces meet and exceed presentation standards (our spaces represent our care.with heart at all times!)
- Are provided with the necessary information and instruction to effectively and safely carry out their jobs

**Our Community Members (and their whanau where appropriate):**

- Know that family/whanau (where appropriate) are up-to-date and involved in their loved one's journey through regular communication

Be a team player

- Positive and proactive team interaction and engagement is apparent
- Organisational values are used to guide all decision making
- Other reasonable requests by leadership are performed from time to time

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- Any other appropriate activities that fall within the purpose of the position stated at the beginning of this job description are engaged with and completed as requested
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## Key Tasks

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- Provide assistance, support and direct care to our community members in a variety of health, welfare and community settings. This will be done in align with our Care. With Heart. promise.
  - Provide routine personal care services in the community members home.
  - Liaise with the Hub Manager in relation to team issues, house maintenance and policy/procedure compliance, communication. Complete daily tasks as needed, seen or requested
  - Participate in inductions for new Team or Community Members
  - Liaise with specialist team members e.g. nursing and social work regarding to issues relating to clients and family/whanau or specialist needs
  - Address issues, needs problems with associated recreational, health, housing and employment matters.
  - Contribute and participate in Community Member review meetings and co-design of care plans. Ensure care plans are reflective of actual practice
  - Liaise and communicate with families on a regular basis
  - Liaise with external community groups and provide awareness of community resources and services.
  - Provide services in accordance with our values, policies and procedures, and quality assurance practices
  - Coordinate and provide direct support and assistance to the wider multidisciplinary team.
  - Be respectful of all individuals, and their home and spaces. Always remain professional
  - Look for opportunities to develop and maintain community connections and networks
  - Work in ways which are consistent with the Tiriti O Waitangi and always uphold the Health and Disability Code of Rights.
  - Take part in coaching, performance reviews, training and professional opportunities
  - Ensure attendance at compulsory training sessions
  - Complete and submit timesheets and any relevant forms or administrative requirements by the due date
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## PREFERRED APPOINTMENT CRITERIA

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1+ years' experience, proven people skills, keen interest in helping adults with disabilities to achieve their personal goals.

A clean, current driver's licence and a willingness to drive the Creative Abilities company vehicles and take Community Members between locations is essential.

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