



## INFORMATION ABOUT OUR ORGANISATION

- Our organisation was set-up by Age Concern Mid North Inc in 1994.
- We are the largest provider of home and community support in Northland.
- Originally based in Opuia until we moved our office to Kerikeri due to flooding in 2007, We opened an office in Whangarei in March 2002.
- Our current contracts with the Ministry of Health and the Northland District Health Board are to supply home based support (domestic assistance and personal care) to disabled people of all ages in Northland.
- The majority of our Clients are over 65 years old and have an age related disability; however we also support Clients as a sub-contractor funded by ACC (after an accident) and the Hospital (after hospitalisation for recovery time at home), Individualised Funding (IF) and Private Care.

### MISSION STATEMENT / PHILOSOPHY

(Summarised)

Empowering people to remain independent in their own homes  
by offering quality home based support services.

Sensitivity to the needs of people requiring help to maintain their independence.

The focus of our Service is the dignity, wholeness, rights and needs of the individual.

#### **Domestic Assistance Requirements (Household Management)**

An understanding, caring nature and being able to relate to people of all ages is required. You need to be a reliable, trustworthy person with a high standard of work ethics. You will need to follow written Support Plans. You also need to recognise that this is a responsible job working with real people which requires consideration and pre-planning when taking time off and showing courtesy to Clients when you are sick or unable to go to work. Hours are flexible and can usually be structured around your availability.

#### **Personal Care Requirements**

The same requirements as for Household Management but with some personal care experience. This experience may have been achieved by having looked after a family member or from rest home/hospice experience. We offer on-going training giving you the opportunity to up-skill.

**Please Turn Over**

## **Our preferred options for Support Workers**

We prefer all support workers to have / be able to;

- Have a smart phone and access to data so you can use Remote Worker for time-sheeting and payment of wages & travel.
- Have an email address for the communication of:
  - Notices & newsletters
  - Reminders
  - Payslips

Other information and forms can be found on our **Website**: [www.homesupport.co.nz](http://www.homesupport.co.nz)

## **Ongoing Employment/Training Opportunities**

Your attendance at an “Induction for Support Workers” is required before commencement of employment. You will also be required to attend the next available “Backcare and Manual Handling” training after commencing employment; with refresher training every 2 years. These are compulsory, paid training courses.

In 2012 there were changes to industry service requirements and for some funders, Support Workers are required to have a minimum level 2 NZQA qualification, with some requirements as high as level 4. As we transition through this period, more Support workers will be required to attain this training. Support Workers without this training may be limited to the work they are able to do.

Other non compulsory training is offered periodically – this will be identified in our Support Worker Newsletter. We have a professional Co-ordinator team who provide ongoing support.

Payment for training attendance and NZQA qualification applications is subject to funding.

## **Travel/Vehicle Requirements**

Although it is our policy to find Support Workers living as near to our Clients as we can, due to Northland’s rurality this is not always possible. Therefore you will most likely need access to reliable transport to travel from your home to a Client or from one Client to another.

Clients sometimes require transport to medical appointments and shopping assistance, which we would ask you to provide. For this you need: a current Full Driver’s Licence, access to a reliable vehicle with a valid Registration and Warrant of Fitness; and 3<sup>rd</sup> Party Insurance.

Not having these may limit the amount of work we can offer you

## **Pay Structure**

Please find enclosed a copy of our latest Pay structure. If you have any queries, please do not hesitate to ask our Employee Support Team.

Increases, Pay structures, travel reimbursements and payment for training are subject to funding.

## **Travel Costs**

All Support Workers are paid a contribution towards any travel (subject to funding) involved in getting to and between their Clients. The rates set for this payment are legislated by the Ministry of Health for all providers throughout New Zealand.

## **Any Other Questions?**

If you have any other queries, please do not hesitate to ask our Employee Support Team.

**We always welcome recruitment enquiries from potential applicants.**