Mid/Far North Office
19 Homestead Road, Kerikeri 0230
Email: hsnwageskk@homesupport.co.nz
Phone: (09) 430 2090, Option 3
Freephone: 0800 832 383

Home Support North Charitable Trust

www.homesupport.co.nz

Whangarei Office
7A First Avenue, Whangarei 0110
Phone: (09) 430 2090
Freephone: 0800 832 383
Email: officewhg@homesupport.co.nz

POSITION DESCRIPTION

Position Title: **Workforce Trainer**

Reporting to: Employee Support Team Leader (ESTL), Operations Manager (OM), Chief Executive (CE)

Relationship with:
Payroll Staff
Management team
Co-ordinator and Support teams
Employee Support team
Support Workers

Date Prepared: July 2017

Background to Home Support North Charitable Trust

Home Support North was established in 1994. It is a not for profit organisation governed by a Board of Trustees. The organisation provides homecare and personal care to Clients to enable them to live in their own home independently. The service extends to Clients in homes in the Kerikeri, Kaitaia and Whangarei areas. The Service has contracts to provide services to Clients that are under the care of the Northland District Health Board, Ministry of Health and ACC.

Overall Purpose of the Position

- Responsible for development of skills and knowledge of employees
- Support, coach and mentor employees toward achieving recognised qualifications as approved by OM

Person Specification

- Experience and skills in Health Industry – licensed RN or EN preferred
- Background in / familiarisation with care in a community setting
- Qualification or competency in adult teaching
- Registered assessor – NZQA 4098 Careerforce Unit
- Ability to verify trainees in the workplace
- Ability to support literacy and numeracy development
- Full drivers licence and willingness to travel for duties in other areas
- Motivated and passionate about upskilling Support Workers, enabling them to provide a quality and competent service to Clients
- Sound IT skills – a technology user

Personal Attributes:

- Accuracy and attention to detail
- Accurate and professional report writing
- Calm approach in pressured times
- Be able to clearly identify and maintain boundaries
- Active listening skills / High level of communication skills
- Ability to interpret and adhere to written instructions
- Self-control – Resilience
- Follow and deliver verbal instructions
- Prioritise workload to meet set deadlines
- Ability to manage pressure and stress
- A basic understanding of and commitment to Health and Safety

KEY ACCOUNTABILITIES - DUTIES INCLUDE:	
Key Tasks	**KPI's**
➢ Support development and review of training programs as required ➢ Facilitate training all programs of the Service ➢ Follow and reflect policies of the Service to employees ➢ Work in partnership with other agency/network groups for training purposes ➢ Arrange resources and equipment needs ➢ Ensure all equipment is in safe and sound working condition ➢ Identify and make alternative plans for those Support Workers with learning difficulties ➢ Completion and submission of any funding applications as required ➢ Completion of training agreements ➢ Verifying relevant units ➢ Assessment of competency of relevant unit standards ➢ Registering of completed qualifications on relevant ITO sites ➢ Gain prior approval for any costs to facilitate or deliver training **Health and Safety** ➢ Accurate / timely reporting and recording of incidents, injuries and complaints ➢ Actively participate in Health and Safety practices & follow policy ➢ To actively participate in safe and early return to work processes following injury or illness ➢ Encourage and facilitate safe work practices when delegating shifts to Support Workers ➢ To provide healthy and safe training opportunities (including in classroom setting and use of equipment) to Support Workers	➢ Program will have been reviewed by OM ➢ Induction sign off evidenced ➢ Registered Support Workers will be seen as achieved on reports ➢ Resources will be provided to trainees as required ➢ Support Workers with learning challenges will have recorded plans in place to overcome ➢ Funding applications and subsequent reporting will be completed timely ➢ Agreements will be completed, copied and filed timely ➢ Trainees will achieve required qualification level within approved timeframe ➢ Training will be facilitated in a smooth, organized way ➢ Reports/activity is clear and concise – provided to OM quarterly ➢ Issues and concerns will be recorded ➢ Qualifications will be registered on portal timely ➢ All costs have had prior approval ➢ Effective communication of hazards to Support Workers ➢ Accident/incident/complaints process followed as per policy ➢ Proactive Health and Safety focus will be actively seen in practice

REPORTING REQUIREMENTS

- Report to ESTL, QRSM, OM or CE any issue that cannot be resolved
- Report any staff issues or concerns to ESTL, QRSM or OM
- Follow incident process as and when required as per policy
- Report any Health and Safety concerns immediately to most senior person in office – CE, OM, QSRM, ESTL, CTL
- Report inability to be present for work due to illness or personal reasons when immediately known to ESTL, QSRM or OM. A medical certificate may be required for 3 or more consecutive days absent.
- Report to ESTL if you are unable to complete your required workload within timeframes set and advise what your plan is to achieve this.
- Funding report to be submitted as required within timeframe and at completion of training
- Quarterly activity training report to be completed and provided to OM
- Any damage to equipment or IT issues reported immediately to OM/IT Manager
- Report to funder or ITO if trainees do not complete training qualification

Other tasks related to the efficient operation of the Service as may be required from time-to-time and mutually agreed.

Employee Signature: …… Date: …… / …… / ……

Employer Signature: …… Date: …… / …… / ……