

# A Day in the Life of:

## A Home Based Support Worker

You will start your shift in the office base. In Wellington, this is at Thorndon Quay and you will initially meet with other staff to plan your day. Whilst in Kapiti, the office is situated in Raumati and you will be working alone, though you will come into contact with other staff during the course of the day. The initial time in the office is spent checking phone messages and reading communication via file notes, diaries and emails to ensure that you will have all the information you require to support the people on your visit schedule for the shift. It is also to ensure that any health and safety issues are attended to before you start your day, for example checking vehicles. You will pick up an iPad, phone and satchel and be ready to travel from the office about 20 minutes after the start of your shift.

The team spend a lot of time on their own in cars travelling from one visit to the next. Our cars are predominantly hatchbacks with automatic transmission. You need to be comfortable and competent driving in all conditions and in all types of roads around our region. You need to be a fully licensed driver as you will be expected to take others in the car with you as part of your role.

Morning shifts and afternoon shifts vary slightly in the balance of what is required, but generally the types of tasks required from a home based support worker are to support people with their in-home recovery including:

- Meal planning and preparation
- Grocery shopping
- Housework routines
- Gardening
- Personal cares
- Medication support: Which can include supporting people to pick up their medication, supporting people to have good routines around their medication and supporting people to take their medication. It is important to note that whilst support with medication does occur during morning shifts, it is predominantly work that the team does through the evening
- Physical activities: For example, walking and bike riding from home
- Supporting people to attend medical appointments

After each visit you will be required to document what has occurred on our electronic record system. You will do this through the iPad you were assigned at the beginning of your shift.

Once your schedule is completed, you return to the office and meet with your team, often this is the time when any concerns can be addressed and followed up on. Team Coaches are at hand for telephone support throughout your shift.