

A Day in the Life of:

A Casual Support worker

There are several different services that our casual staff work in and depending on what service, your day will look slightly different:

Home based support services – supporting people in their own homes

You will start your shift at the office base. In Wellington, this is at Thorndon Quay, for our Kapiti services, this is in Raumati and for Hutt this is in Kings Cres. In Wellington you will initially meet with other staff to plan your day, where as in Kapiti and Hutt you will start your day on your own. 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 a mobile device, 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 roading around our region and 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.

These services operate 7 days per week from 7am to 10pm across 2 shifts. 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 the predominant work that the team does through the evening.
- Physical activities (for example walking, bike riding) from home

- Supporting people to attend medical appointments
- Connection with Community activities

After each visit you will be required to document what has occurred, any concerns and any follow up, on our electronic record system. You will do this through the electronic device you were assigned at the beginning of your shift. Ideally this will occur in collaboration with the person you are supporting

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 either at the office, or on call, after normal business hours.

Housing and Recovery Services

In Wellington, we support 22 people in our Housing and Recovery services across two residential sites, one in Tawa and one in Titahi Bay.

People living in their facilities require 24 hour support and are either working towards moving into their own home or have more complex needs that require more intensive levels of support.

These services are staffed 7 days a week, 24 hours per day. Night shifts are solo staffed, but during the day you will work with others.

You will be based for the day at one of the two houses. Your day will start and end meeting with other staff to plan your day and hand over all relevant information that you need to know. Generally, the types of tasks required are:

- The same sorts of tasks as required for Home-based support but there may be different emphasis on various tasks depending on the needs of the people living at each facility.
- During each shift you will be required to document the activities you have been involved in as well as any concerns and follow up that has occurred.

Respite and Recovery Services

Currently we operate 3 houses with 4 places in each. People come to us via referral from the DHB and are for people who are experiencing a time of distress and require a short time away from home to rest and recover or are transitioning back home after a period in hospital. The houses are staffed 7 days a week, 24 hours per day. At present some shifts are single staffed and some double staffed. As with other services your day will start and end with a handover meeting, where all relevant information will be shared to ensure that you have all you need for your shift.

Staff working at these facilities primarily work on site and do not leave. Their focus is to provide a nurturing environment to enable people to rest and recover. It will involve many of the tasks that other support staff engage in, but the emphasis is on providing a nurturing experience in a home like environment.