

Support Person Core Roles & Accountabilities




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This document serves as a framework, guiding each support person in their unique role towards a collective purpose, fostering a culture of collaboration, empowerment, and continual improvement.

The **primary responsibility** of a support person is to embody the role of a Person-Centred Thinking practitioner, aligning their actions with the principles of Te Tiriti o Waitangi, the purpose and values of Tautoko Options, and Enabling Good Lives Principles.

This involves employing **Person-Centred Thinking** approaches and weaving them into each role they are carrying out to provide comprehensive support tailored to each individual.

Below are **core roles** but we support and encourage everyone to bring their whole selves to work and utilise their skills and interest. You may be asked or wish to look at other roles that exist within the organisation.

Role	Purpose <i>How this helps deliver our purpose</i>	Accountabilities <i>What I can do to fulfil this role</i>	Success Looks Like... <i>What you'll see/hear when this is happening well</i>
 <p>Skill Builder</p>	<p>In this role I will encourage the person to develop their confidence so that they learn new skills.</p>	<p>I will get to know the person and find out what skills they have and what skills they want to develop.</p> <p>I will consider opportunities to connect the person with resources or break down barriers to develop skills.</p>	<p>I can tell you what skills the person has and wants to develop.</p> <p>I can give examples of what skills the person has tried or achieved.</p>
 <p>Well-being Supporter</p>	<p>I will encourage the person to live a healthier lifestyle to the best of their abilities so that they have the opportunity to make healthy decisions/choices.</p>	<p>I will give sensitive, honest feedback about any concerns and pass these on to the coordinator.</p> <p>I will learn who/what is important 'to' the person and important 'for' the person.</p> <p>I will find out how the person wants to be supported in their well-being.</p> <p>I will inform the person of resources and services that might be helpful to their well-being and support them to attend appointments if they wish.</p>	<p>I can give examples of when I've shared my concerns with my coordinators.</p> <p>I can tell you what's important 'to' and 'for' the person.</p> <p>I can share feedback that I've received from the person and their social circle.</p> <p>I can tell you how the person wants to be supported in their well-being.</p>
 <p>Community Builder / Networker</p>	<p>I will encourage the person to connect with their communities according to their pace, space, and choice, so that they can engage when they're ready.</p>	<p>I will find out what the person is interested in, recognise and identify barriers, and support them to engage in their interest step by step.</p> <p>I will encourage the person to build on existing connections and explore new opportunities.</p>	<p>I can tell you what the person has told me they're interested in.</p> <p>I can tell you the options I explored with the person to connect them with their community, the steps we've taken and/or the barriers we've identified.</p>

Role	Purpose	Accountabilities	Success Looks Like...
 <p>Supporter/ Safeguarder</p>	<p>I support the person to make informed choices/decisions and take considered risks so that they can live the life they want to have.</p>	<p>I will work alongside the person to find a balance of important to and important for in their decision making, while remaining impartial.</p> <p>I will give the person access to information to help protect their well-being in what they choose to do.</p> <p>I will ask for help where serious concerns arise.</p>	<p>I can share example(s) of how I've supported a person in decision making and show that they have made informed decisions based on the resources available to them.</p>
 <p>Self- Advocacy Supporter</p>	<p>I will inform the person of their rights so that they can advocate for themselves.</p>	<p>I will seek relevant information about rights and services available to the person and link them to appropriate services/resources.</p>	<p>I can share stories on how the person's confidence and ability to self-advocate has grown.</p> <p>I can tell you what resources/information I have linked the person to.</p> <p>I can give you an example of how the person is progressing towards their goals.</p>

Role	Purpose	Accountabilities	Success Looks Like...
 <p>Self Developer</p>	<p>I will continue to build and expand my skills in order to support people well.</p>	<p>I will attend the core training available to me and regular coaching with Coordinators/Team Members.</p> <p>I will support my peers to discuss different ideas and solutions and be open to feedback.</p> <p>I will remain open to opportunities to upskill and take on additional roles, consider joining cross-organisational teams or working groups.</p>	<p>I can tell you what training I've attended.</p> <p>I have a plan for regular coaching sessions.</p> <p>I can give examples of peer discussions that have taken place and solutions discussed.</p>
 <p>Team Member</p>	<p>I will be an active member of a self-managing team so that I can make a positive contribution.</p>	<p>I will regularly participate in meetings as an active, accountable and committed team player.</p> <p>I will actively listen to others and give constructive feedback and advice.</p> <p>I will regularly check work-related communications.</p> <p>I will contribute to and stay up to date with my team plan regularly.</p> <p>I will work in alignment with the organisation's values, policies, processes, handbook and legislative requirements.</p>	<p>I can tell you what meetings I have attended and roles I have taken on.</p> <p>I can tell you what my team members appreciate about me and what I appreciate about them.</p> <p>I can tell you about my team plan and how I've contributed to the self-managing team.</p> <p>I can give you examples/stories of how my practice has been guided by the organisation's values, policies, processes, handbook and legislative requirements.</p> <p>I can share successes or struggles openly, being transparent, so we can all learn together.</p>