



L'Arche Kapiti

Te Waka

Whakaruruhau

A Community of L'Arche New Zealand
Incorporated

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Role Description: Residential Care Officer (House Manager)

In L'Arche, the terminology is "House Leader"

General Outline of Role

The House Leader role is a managerial, live-in role, in one of the homes of the L'Arche Kapiti Community, involving approximately 40 hours/week of work. The House Leader is responsible for creating and fostering a safe and home-like environment for the Core Members and other Assistants to live in. The House Leader works with a team of Assistants (Support workers based in the home) and a Coordination team (based out of the L'Arche office). The House Leader is the bridge between these teams, to ensure information is shared, and decisions can be collaborative. The focus for these two teams is the well-being of Core Members and Assistants in the home, and to ensure that the home is living out the L'Arche International Mission and Identity statements to the best of its ability:

L'Arche Mission:

- To make known the gifts of people with learning disabilities, revealed through mutually transforming relationships
- To engage in our diverse cultures, working together toward a more human society
- To foster an environment in our community that is inspired by the core values in our founding story and respond to the changing needs of our members

L'Arche Identity:

- We are people, with and without learning disabilities, sharing life in communities of faith
- Mutual relationships and trust in god are at the heart of our life together
- We seek to build a world that recognizes the unique value of every person and our need of one another

As well as fulfilling all the duties of a house Assistant, the House Leader is entrusted to provide a welcome to all who visit the house they lead, to develop and display strong leadership skills, to promote a strong spiritual life in the home and to ensure cohesion and a good quality of life for those who live there. Assertiveness and the ability to take initiative and delegate are key strengths required of the role, as is being able to listen to the team and recognise areas that they need to grow in. The House Leader will guide the household in day-to-day activities, establishing good house-keeping skills and being able to train new Assistants. Overall, the House Leader must be a good example of what it means to live the L'Arche Identity and Mission in concrete, loving ways.

The House Leader ensures the Core Members are involved with the running of the household, are growing in their ability to take responsibility for their home and actions, and are empowered to make their own choices with the support they need which is assessed individually. The House Leader must have a strong grasp of how the "duty of care" vs. the "dignity of risk" is lived-out in the household they guide.

Finally, the House Leader guides the Assistant team in supporting Core Members to reach their personal and professional goals, to vision and dream for their future (through the "*Remembering, Celebrating, Dreaming*")

process —also known as the Core Members’ “Life Style Plan”) and to notice and enhance their skills and contributions. Overall, the House Leader holds responsibility for meeting the needs of each Core Member and they are the first reference point for their concerns, as well as the concerns or questions of any family members of the Core Members. The House Leader is supported in this role by the Wellness Coordinator, Assistants Coordinator and Community Leader.

House Leader Responsibilities

The House Leader is accountable to the Community Leader as well as to the Core Members

1. L’Arche Mandate and Identity and Mission

The L’Arche Kapiti Mandate and International Mission and Identity statements are living documents that describe the guiding principles behind L’Arche and are the foundation for how the House Leader guides their household.

The L’Arche Kapiti Mandate

Every four years the Community Leader invites a team of people within the Community of L’Arche Kapiti to discern a Community Mandate, by consultation and prayer, and with the guidance of our L’Arche International Envoy. This Mandate provides definitive unified direction for our community for the next four years, and directs the Community Leader in their role.

Once the Community Mandate has been discerned and finalized, the House Leader leads their household team (Core Members and Assistants) to discern the ways in which they can be most involved in helping to achieve the current Community Mandate. It is the role of the House Leader to continually call members of the household to remember and be faithful to the Community Mandate.

The Mission and Identity Statement (as above)

L’Arche Kapiti is a full member of the wider organisation called “The Federation of L’Arche International.” The Federation of L’Arche International undertook a process of consulting with each L’Arche Community around the world to discern what the true identity of L’Arche was, and what we are called to live. From this discernment arose the Identity and Mission Statement outlined above.

It is the role of the House Leader to be aware of the Mission and Identity Statement, and along with their household, work together to find how they can best live this in their home.

2. Leading a Household Team

The team of Assistants is accountable to the House Leader. The House Leader is responsible for:

- Building a team spirit that expresses the L’Arche ethos. This may take the form of group outings, learning sessions or activities
- Leading/Facilitating the prayer life of the home
- Ensuring the decision-making process within the home is empowering and consultative with both Core Members and Assistants
- Preparing and overseeing weekly Team Meetings (see #4)
- Mediating between household members when conflict arises. If the House Leader cannot resolve the conflict, they need to call on the help of the Community Leader who may delegate input to the Assistants Coordinator or Wellness Coordinator depending on the issue
- To ensure that all Assistants are taking appropriate break-times, particularly those who live-in the house, as being a L’Arche live-in Assistant can be demanding
- Organizing the monthly team schedules and annual leave allotments for Assistants in conjunction with the Assistants Coordinator

3. **Overseeing Assistant Training**

The House Leader is responsible for:

Overseeing the training of new Assistants in their roles. Some key training tasks include:

- Ensuring a full orientation to new Assistants and volunteers is carried out – this includes all processes and systems for running the household effectively in terms of cleaning, food preparation, health and safety and personal support offered to Core Members
- Ensuring medication administration training to all new Assistants and volunteers through the Wellness Coordinator, and observing them correctly administering medications on three separate occasions before they are safe to administer
- Instructing about health and safety standards in the disability sector pertaining to: fire safety, infection control, what to do in medical emergencies, diet/nutrition and planning healthy meals, civil emergency planning, etc.
- Encouraging a posture to empower those with intellectual disabilities in decision making, and allowing to take appropriate risks (“dignity of risk” vs “duty of care”)
- Being a support for those Assistants undertaking Careerforce vocational training

NB: Much of this training will occur weekly as part of Assistant formation coordinated by the Assistants Coordinator. House Leaders will be called upon to lead certain training sessions, and in cases where more training is required for the team, to offer supplemental training in the household.

4. **Management Meetings**

House Meetings

The House Leader is responsible for:

Facilitating, and recording weekly House Meetings where Core Members and Assistants voice their opinions, and make decisions about any changes in household life. It is at this meeting where the menu for the week ahead is planned and each Core Member (as able) chooses a recipe and night to cook. It is also a time to collectively plan the week ahead and to share information so that everyone knows what is happening in L’Arche and in the wider community.

Team Meetings

The House Leader is responsible for:

Planning, facilitating and reporting on weekly Team Meetings. Team meetings include the full-time live-in Assistants/volunteers and the live-out full time Assistants. Part-time casual Assistants may come when invited or when able. Issues of concern from the household are discussed at this meeting and any health and safety issues highlighted and documented. The House Leader makes sure that any follow-up action is undertaken and that responsibilities are delegated fairly and reasonably. Overall, the goal is to make sure that everyone is working well together and that the household is running smoothly, particularly in light of following the L’Arche International Mission and Identity statements and ensuring that everyone has a role to play in household life.

House Leader/Programme Leader Meetings

The House Leader is responsible for:

Attending the fortnightly House Leader/Programme Leader meetings. These meetings include the House Leaders from the other households, the Community Leader, the Assistants Coordinator, The Aroha Day Programme Leader and the Wellness Coordinator. The House Leader brings to this meeting all issues of concern regarding their household. This allows a forum where Core Members’ plans, goals and decision-making can be brought to the leadership team of L’Arche. It is also the time for up-coming events to be planned for the fortnight ahead. Minutes are taken and kept of these meetings to ensure follow up of issues. All issues discussed in this meeting are confidential.

5. Administration Management

Policies and Procedures

The House Leader is responsible for:

Implementing L'Arche Kapiti's policies and procedures to ensure consistency, accountability and safety in the running of the household. The L'Arche Kapiti Policies and Procedures Manual is the household's guide. House Leaders must ensure that all new Assistants and volunteers read and sign-off on this manual and are oriented to how to access the electronic policies. House Leaders will be asked for input into reviews of policies and procedures and development of new ones. New policies and procedures require House Leaders to ensure the Assistant team are aware of them by reading and signing off on them.

Governmental Resources

The House Leader is responsible for:

- Living the balance between being primarily a community with the requirements of being a service provider and accountability we have to the Ministry of Health for our funding and standards of support
- Being aware of the various government departments that support L'Arche to be a disability service provider and how they contribute to L'Arche being able to effectively meet the needs of Core Members in individually assessed ways. These departments include: Ministry of Health (MOH), Department of Work and Income New Zealand (WINZ), Accident Compensation Corporation (ACC), Needs Assessment and Service Co-ordination (NASC)
- Participation in and contribution to any Ministry of Health audit processes that are required, along with the leadership team

Core Member Banking and Budgeting

The House Leader is responsible for:

- Doing the banking with the Core Members to ensure enough cash provision according to the Core Members' daily needs
- Establishing monthly budgeting with each Core Member
- Ensuring budgets are relevant to each Core Member's needs and reflect what the Core Member values and wants in his/her life
- Discussing any possible budget changes with the Core Member and Community Leader
- Ensuring Core Members' daily expenses are paid for, and to keep records of transactions
- Monthly reporting on bank and book-keeping records to the L'Arche Office Administrator and supplying receipts

Household Banking and Budgeting

The House Leader is responsible for:

- Ensuring the household budget is relevant to the household need
- Ensuring the budget allocated is adhered to
- Being the bank card (EFTPOS) holder
- Ensuring any PIN numbers assigned to EFTPOS cards are kept confidential
- Monthly reporting on book-keeping records to the L'Arche Office Administrator

6. Health Management

General health well-being

The House Leader is responsible for:

- Working collaboratively with the Wellness Coordinator and Assistant team to provide a psychologically and physically safe environment for the Core Members and Assistants to live in
- Ensuring each Core Member has a regular and meaningful plan of daily activity either at the government day-base, in the wider community, or via L'Arche Aroha Day Activities (ADA)
- Providing the right and adequate support for each Core Member according to the current Lifestyle Plans and Activities of Daily Living (ADL) plans
- Being aware of the Core Members' medical history
- In consultation with the Wellness Coordinator making relevant medical and specialist appointments and accompanying Core Members to them (at the least to a three-monthly GP review)
- Completing a Health Appointment Record form for any medical and specialist appointments – maintaining accurate records and overseeing all documentation of health needs met and interventions carried out in electronic Progress Notes
- Identifying any signs of health problems and undertaking or delegating the appropriate required actions
- Collaborating with health specialists (doctors, nurses, psychologist, therapists, etc)
- Promoting regular and tailored physical activities for each Core Member
- Promoting a balanced diet for each Core Member
- Ensuring that the Assistant team is kept up-to-date with changing medical needs of the Core Members

Medication Administration

The House Leader is responsible for:

- Ensuring the 5 + 3 and 3 checks of medication administration are adhered to among all Assistants
- Good reporting and follow up of all medication errors
- Management of medication in the home is done safely

Health Charts Monitoring

The House Leader is responsible for:

- Initiating and working with health monitoring charts such as: bowel motion chart, behaviour tracking, temperature chart, food intake chart as indicated (currently utilized on an “as needed” basis)
- Keeping accurate and up-to-date chart records to detect any abnormalities for prompt action and appropriate actions

Behaviour Support Plans

The House Leader is responsible for:

- Being familiar with de-escalation techniques and positive behaviour support models
- Making sure a report is written for any incident that has occurred and follow up
- Dealing with challenging behaviours by referring to the behaviour support plans (BSP's) in place
- Ensuring the Assistant team are following BSP's
- Discussing challenging behaviour situations at team and leader meetings in order to improve support plans
- Seeking training on specific positive behaviour support strategies as needs arise
- Seeking input from behaviour support specialists under consultation with the Wellness Coordinator

7. Support Documentation: Life Style Plans (LSP - “Remembering, Celebrating, Dreaming” Process), Activities of Daily Living (ADL) Plans, Behaviour Support Plans (BSP), Individualised Risk Management Plans (IRMP)

The House Leader is responsible for:

- Keeping Core Member files confidential, tidy, updated and easily accessible
- Understanding what a Life Style Plan (LSP) and Goal Review is and how to implement these at four monthly intervals or as the Core Member need changes
- Help the Core Member to organise and facilitate a Life Style Plan Review meeting (including Annual Goals review). Ideally, the Core Member would organize and lead with assistance, whenever possible
- Reporting on the Life Style Plan Review meeting to the Leadership Team
- Complete (or delegate) all documentation required for NASC review annually: LSP, ADL plan, Individualised Risk Management Plan (IRMP), Behaviour Support Plan (BSP)
- Ensure that Core Member goals are being worked towards throughout the year, and record regular progress in Core Member Progress Notes. The goals should not just be examined at the four-month point
- Ensure ADL plans are updated as needed and at least annually and that the Assistant team are familiar with them – this guides all the support for personal care a Core Member needs that is not on the LSP
- The Individualised Risk Management Plan (IRMP) describes activities the Core Member wishes to engage in that might present risk and a strategy for working with the Core Member to minimise this risk to give them the ‘dignity of risk’ to enjoy a quality of life of their choosing

8. Emergency and Health & Safety Procedures

The House Leader is responsible for:

Maintaining safety in the household by:

- Ensuring a robust system of incident reporting and quality monitoring is in place with input from the Assistant team
- Being aware of emergency procedures in case of fire, earthquake, flood or infection outbreak
- Keeping evacuation plans up to date and ensuring all those living in the house are familiar with them
- Initiating and keeping records on emergency evacuation drills three monthly
- Ensuring the Assistant team knows where all safety equipment is located and it is checked at least six-monthly
- Checking Civil Defence supplies (at least six monthly)
- Participating in monthly wellness checks of the home with the Wellness Coordinator to ensure health and safety monitoring is in place
- Ensures a robust maintenance reporting system is in place for the home

9. Household Routines and Activities

General Duties

The House Leader is responsible for:

- Editing and updating the household rosters
- Ensuring everyone (Core Members and Assistants) takes an active part in the household routines including gardening
- Ensuring that the house, in addition to being a welcoming and friendly home, is a safe and hygienic place to live by ensuring cleaning rosters are in place and being followed
- Ensuring that seasonal care and maintenance occurs for the home

Household Activities

The House Leader is responsible for:

- Fostering common activities where each member of the household takes part, such as art & craft work, games, sports, cultural activities, etc.
- Encouraging the Core Members and Assistants to have quality time together
- Celebrating special occasions in the home

10. Prayer and Cultural Sensitivity

Prayer

The House Leader is responsible for:

- Supporting the various faith traditions of the Core Members and Assistants. Denominational preferences and religious commitments should be recognized and respected
- Encouraging Core Members to fellowship with their chosen religious group
- Maintaining sensitivity to the spiritual growth of each member of the household by providing a daily inclusive and welcoming prayer time in the house
- Being attentive to the needs of household members and initiating prayer in addition to the daily house prayer - on an as needed basis if people are struggling or in times of crisis
- Encouraging participation in and taking turns at hosting monthly Open Nights of Prayer and other significant memorial events
- Asking for prayer for themselves

Promoting Cultural Sensitivity/Safety

The House Leader will:

- Promote an environment in the house that celebrates diversity
- Respect the cultural backgrounds of all household members and their traditions
- Make an effort to be aware of Maori as the indigenous people of Aotearoa New Zealand and traditions and practices (tikanga) that are important to uphold as an accepted cultural norm
- Be familiar with The Treaty of Waitangi as New Zealand's founding document and undergo training on how this impacts how support is offered
- Become familiar with significant dates in the New Zealand calendar that are important for New Zealanders to celebrate
- Be aware of the concepts of cultural safety: partnership, participation and protection, and how these impact upon how support is offered in L'Arche Kapiti
- Ensure cultural aspects of a Core Members life are incorporated into support plans

Promoting Community Life with the Home

- Fostering a spirit of togetherness with celebrations, traditions, and hosting within the home
 - This includes hosting "Shared Dinner"- a time when the L'Arche Community is invited to one of the homes for a once a week potluck- style dinner
- Initiating invitations to the home and welcoming guests warmly. Makes all members of the house feel at home
- Extending a welcome to new Assistants and Core Members from other homes and programmes
- Helping to lead community celebrations