pathways
ahakoa te aha

Position description

Support Worker

Latest Update: August 2026

About Pathways, Real and the Wise Group

At Pathways, we provide community-based mental health and wellbeing services throughout New Zealand. We support people to live well and be part of the communities of their choice by providing a range of support services around practical daily living, leading a healthy life, employment and housing.

Pathways was established in 1989, introducing a new model of care to the mental health sector. Today, with our inspirational dream of 'transforming mental health and addictions through fostering strong, compassionate, self-supporting communities', we're continuing to lead, innovate and pioneer new ways of working.

We believe everyone can recover and we're here to do everything we can to support them in their recovery. Our spirit of 'whatever it takes' is not just a slogan on the wall for us, our employees live this spirit every day.

While mental health is our priority, total wellbeing is our goal. We're all about hope and respect and providing personalised support that changes as people's needs change. We are committed to working in a trauma informed way, recognising the impact trauma may have had on people and working with them to build their resilience and protective factors. We truly value the expertise lived and living experience (LLE) brings to our organisation. We have a long history of working with those with LLE, including the development of a large Peer workforce, practicing across many regions and services within Pathways and Real.

Join us on our journey of helping people live a life they love.

Real

Real, the youth brand of Pathways, has been delivering services since 2010. At Real we believe mental wellness and wellbeing are possible for every young person. We are inspired by the dream that every young person can feel great about their future and help shape their community. We support young people to build resilience and wellbeing in youth-oriented, flexible, fun, and optimistic ways.

Real provides a range of community based and residential services nationally in partnership with Te Whatu Ora, Manatu Hauora and Oranga Tamariki. We seek to respond in ways which recognise and celebrate the mana of the young person. We help young people feel great by supporting them to build life skills, resilience, and strong connections with their whānau, friends and communities.

The Wise Group

Pathways is part of the Wise Group, one of the largest non-government providers in Aotearoa New Zealand. The Wise Group is a family of charitable entities, all linked by a common dream – to create new opportunities for the wellbeing of people, vulnerable populations, organisations, and communities.

pathways
ahakoa te aha

Being part of the Wise Group gives Pathways access to a wealth of resources and support, both from our shared business infrastructure services and from other entities in the Group.

Position

Reports to:	Team Coach
Location:	Various locations around New Zealand
Purpose:	Actively assist people using Pathways services to reach and maintain optimum wellbeing through a model of empowerment by providing effective support, education, and interventions to tāngata whai ora and whānau using our services, ensuring best practice and internal and external standards are met or exceeded.
Relationships (Internal):	Pathways kaimahi, Wise Group kaimahi

Relationships Tāngata whai ora (people using services) and their whānau (families and support people), Te Whatu Ora clinicians in mental health and addiction teams, primary health and other community health providers, external suppliers, government, and **(External):** community agencies.

Ohia nui

Inspirational Purpose

We support people to live full lives; hopeful and connected to what matters to them

Wairua

Spirit

Ahakoa te aha
Whatever it takes

Mātāpono Beliefs

- Te Tiriti o Waitangi drives us to be pro-equity
- Living well is our goal, mental health and addiction is our priority
- We are part of great partnerships that deliver to people
- Peer support and lived experience are integral to what we do
- Helping everyone we support to have somewhere to live, something to do, something to hope for and someone to love
- Connected, diverse and compassionate communities build strength and resilience
- Our staff make the difference
- Sustainablility influences our actions
- Evidence-based practice, tikanga and mātauranga underpins our mahi
- We invest in finding out 'What do you need right now?'

Tūmanako tangata

Character Attributes

Aroha *Loving*
Whakahonohono *Connected*
Harikoa *Joyful*
Tika *Authentic*
Manako *Hopeful*
Māia *Courageous*
Māhorahora *Generous*
Pou Piripono *Reliable*

Aronga matua

Focus

Front of mind, every day

December 2022

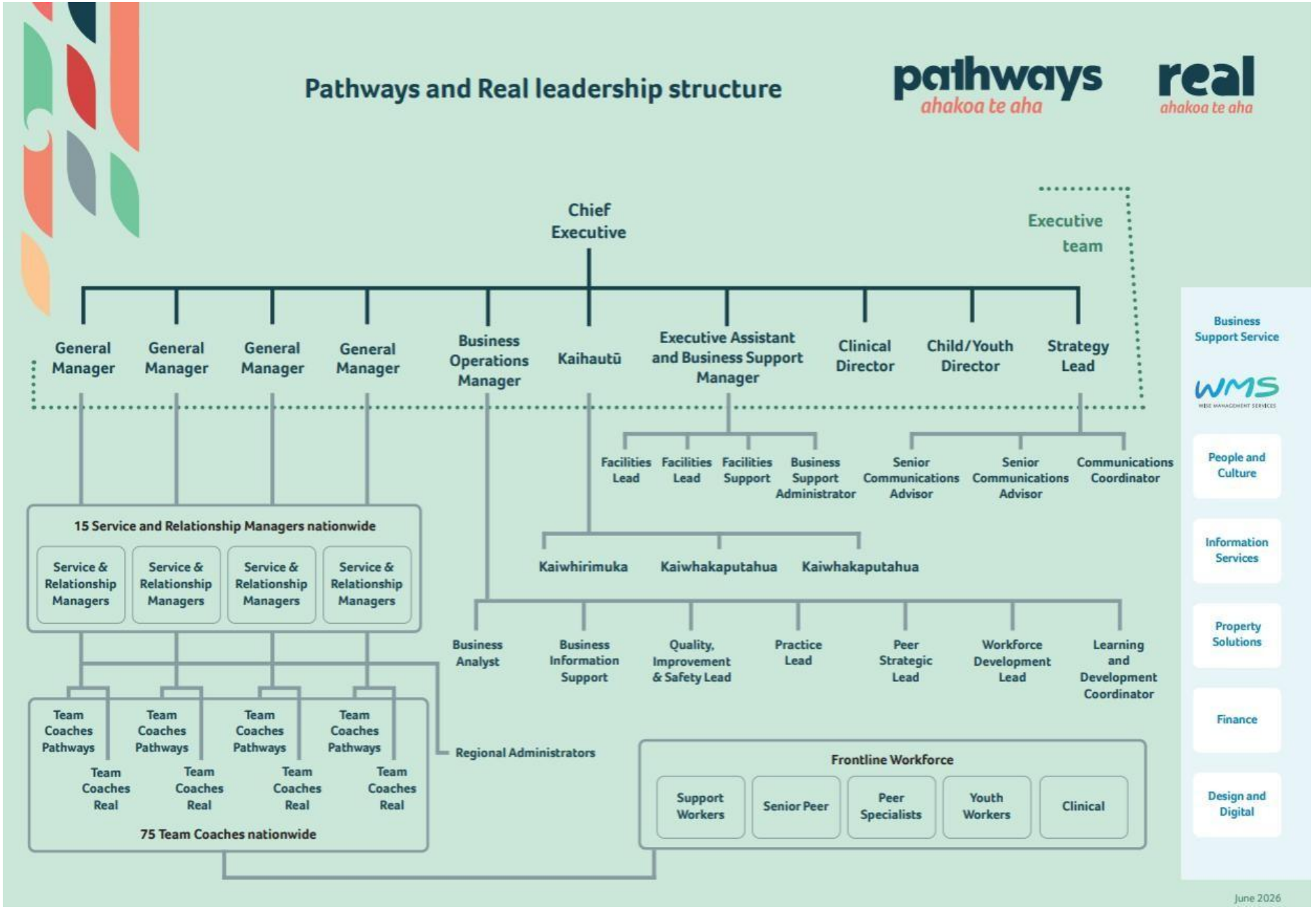
Wero nui

Greatest Imaginable Challenge

Every person using our services achieves equitable access and outcomes

pathways
ahakoa te aha

Pathways and Real leadership structure



Requirements of the position

Focus	Activities	Outcomes
Support tāngata whai ora and taiohi to live their dreams and flourish.	• Support tāngata whai ora to identify their dreams and goals, plan objectives to achieve these, implement plans and ensure ongoing review of progress and achievement. • Support tāngata whai ora to receive appropriate support in employment and education in the community. • Support tāngata whai ora to develop skills and independence in daily living with cooking, cleaning, shopping, and their wellbeing needs. • Support tāngata whai ora with their physical health and wellbeing needs. • Ensure tāngata whai ora have information and access to whānau support and relevant community information. Ensure • that physical environments are kept to the highest standard where required.	• Tāngata whai ora are empowered to maintain physical, and mental wellbeing and to improve their overall sense of wellbeing. • Tāngata whai ora engage in work and/or education or other purposeful activities that are meaningful to them. • Tāngata whai ora maintain daily living activities to a healthy and safe standard, with support as required. • Tāngata whai ora receive budgeting education and support when necessary. • Tāngata whai ora engage in social and recreational activities in their communities as determined by them.
Maintain effective and accurate records	• Record and monitor progress of agreed goals using Pathways information database. (“Recordbase”). • Maintain timely and accurate records that concern the tāngata whaiora in “Recordbase”. • Communicate with other health and social service providers involved in the provision of supports and ensure documentation of this timely and to a high standard. • Document service review outcomes. • Ensure Pathways and Real policies and practices relating to documentation are followed.	• Agreed goals are recorded and entered into the database. There will be continuity and consistency of care for people using Pathways services. • Care is co-ordinated. Collaborative and co-operative roles defined. Expectations known and professionally carried out. • The needs of tāngata whaiora are identified and service delivery against these are both met and documented. • The standard of documentation meets the Health Information Privacy Code and Pathways policies and processes.
Tāngata whai ora are aware of Pathways’ standards and policy.	• Provide tāngata whai ora with a copy of “Welcome to Pathways,” “Making Things Better” and information on their rights and the Code of Health and Disability services consumer rights.	• All tāngata whai ora have access to information on how to raise concerns relating to Pathways’ services. • Tāngata whai ora are actively involved in consent processes and are aware of their ability to consent to various aspects of

	• Tāngata whai ora are fully informed and provide consent of their understanding of Pathways services including information on their rights and the Code of Health and Disability services consumer rights.	• service provision. All tāngata whai ora receive information about their rights and Pathways' services, relevant to the service being used.
Deliver services to the highest quality level.	• Implement and be guided by the Pathways Peak Performing Organisational purpose in all work activities. • Attend and actively participate in planning meetings, service reviews and other meetings related to the care for tāngata whai ora. • Understand and follow Pathways documented policy, process and quality systems. • Participate in team meetings and events that continually improve service delivery to tāngata whai ora and whānau. • Record and regularly update the services provided to our tāngata whai ora as required. • Document and report Health and Safety events and associated documentation.	• All procedures relating to service provision do so in accordance with our documented processes. • Staff work according to Pathways' purpose Support plans, goals, risks and service interventions are documented in Recordbase and reflect individuals' changing needs. • Outcome measures are used and documented in Recordbase and inform practice. • Whānau engagement and satisfaction with services is high • Reportable events such as hospitalisation, assault, drug abuse, health and safety, or incidents of a serious nature are reported to the Team Coach and documented within our Reportable Events system according to timeframes indicated within Policy.
Build and maintain relationships and develop networks.	• Build direct relationships with Pathways stakeholders. Maintain positive relationships with other Wise Group team members to support quality service delivery, and synergy across the group. • Work in partnership with others to supplement information which is already available. • Consult and engage across all areas in the organisation, mental health sector and other relevant forums to promote a collective understanding.	• Strong, effective, and continuing relationships with tangata whaiora, whānau and other services and organisations.

Contribute to the ongoing success of Pathways including reputation for excellence and innovation	• Represent Pathways in a professional manner at all times. • Ensure compliance with Pathway's employment policies and ensure procedures are known and followed. • Work positively and collaboratively with other Pathways kaimahi to deliver outcomes. • Take responsibility for undertaking assigned tasks in accordance with agreed performance standards.	• Actively live Pathways' values and philosophies.
Work in a culturally safe and respectful manner incorporating the articles of Te Tiriti and being mindful of the cultural diversity of our community	• Demonstrate knowledge and application of the articles of Te Tiriti. • Undertake all interactions in a respectful and culturally appropriate and sensitive manner. • Work in a culturally safe and respectful manner demonstrating awareness of Te Ao Māori and be mindful of the cultural diversity of the community. • Seek guidance regarding tikanga and culturally specific models, approaches and behaviours from appropriate sources.	• Demonstrates behaviour that recognises and is consistent with equity principles and practices. • Contributes to a positive team environment. • Evidence of Te Ao Māori cultural understanding are reflected in everyday practice and future organisational planning.
Provision of other related duties within capability, as assigned by your manager	• Performs other related duties within individual's capability as assigned by your manager. • Provide cover across Pathways services as the need is identified and request made.	• "Can do" attitude - operates as a team player and willing to perform any task required to support the organisation, business partners and other key stakeholders.
Be your very best	• Plan and attend regular uninterrupted times to meet with the Team Coach to review your 90-day plan and seek feedback on performance. • Actively develop personal leadership skills. • Develop a learning and personal development plan with your manager and implement this plan as agreed. • Share knowledge gained from professional development experiences. • Role model a healthy lifestyle.	• You are well prepared for any forums and meetings, sharing what's working and what's not and bringing solutions for improvement. • Your skills are current, and your innate curiosity means that you are always seeking new learning opportunities. • You demonstrate behaviour that is consistent with equitable practices.

Think and Act as One	• Participate in creating a culture of think and act as one. • Actively participate in and contribute. • Represent Pathways and the Wise Group in a professional manner at all times. • Provide positive and effective participation and collaboration with other parts of the Wise Group in the achievement of challenges. • Take responsibility for executing assigned tasks and projects in accordance with agreed performance standards.	• The Wise Group based services feel connected to each other's work and each other. • You are highly regarded for your contribution within the organisation. • The service continually repositions itself to meet perceived future need. • Projects and tasks are completed within agreed timeframes to agreed standards.
Be committed to safety and wellness in the workplace	• Take responsibility for personal wellbeing and health management within the workplace. • Comply with legal obligations and safety and wellbeing policies and procedures. • Role model excellent safety and wellbeing practices by reporting identified workplace incidents, near misses and/or hazards through the safety and wellbeing system as per Wise Group safety and wellbeing policy and procedure. • Be committed to safety and wellbeing by following the Wise Group roles and responsibilities.	• Work practices are safe for self and others. • Policies and procedures are understood and followed as designed. • All safety and wellbeing reportable events are accurately reported within specified timeframes.

Accountabilities

Authority	• The role operates within practices and procedures covered by functional precedents and policies, and managerial direction. • Financial – Nil
Direct Reports	• Nil

Know how

Essential	Preferred

pathways
ahakoa te aha

Practical and Technical Knowledge	• Working knowledge of Microsoft Office suite. • Knowledge of the Code of Health and Disability Services Consumers' Rights. • An understanding and commitment to the principles of mental health recovery. • Computer skills. • An understanding of Te Ao Māori and working with whānau. • An understanding of 'Rainbow' community diversity and inclusive practices. • Hold a Level 4 New Zealand Certificate in Health and Wellbeing (NZCHW) or a recognised equivalent or be willing to commence study towards this within three months of starting employment with Pathways and completed within two years of commencement. • Current First Aid practicing certificate. • Full, clean driver's license.	• Understanding of Te Reo Māori language and Tikanga Maori protocols.
Experience	• Excellent communication skills both written and verbal with a particular emphasis on listening skills. • Attention to detail, particularly regarding written documents. • Excellent time management, organisation, and file maintenance.	• Knowledge of mental health and NGO sector. Innovative • with good problem-solving skills.