

# Position Description

## Support Worker

<b>Reports to:</b>	Team Leader
<b>Directorate/Department:</b>	Client & Stakeholder Engagement
<b>Number of direct reports:</b>	As per Organisational Structure
<b>Employment Type:</b>	Casual
<b>Salary/Award Classification:</b>	Level 2 – Social, Community, Home Care and Disability Services Industry Award 2010  Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



### Position Purpose

The Support Worker assists clients with daily living skills and community inclusion and participation activities. The role provides personal care and person centred active support to clients with a disability to maintain their wellbeing, explore opportunities and supports the aims and goals of the client and ensures positive professional relationships with carers and other stakeholders at all times. The role also contributes positively to Community Living Australia's reputation as a leader of quality person-centred services.

### Principal Duties

- Follow the daily tasks, activities and schedule to ensure a safe and comfortable living environment, maintaining appropriate physical and emotional support to clients at all times; (this may include joining them in gym workouts, the pool for aquatic activities, bike riding, etc.)
- Provide support and services to clients with the Person Centred Active Support Model which promotes individuals living with a disability being engaged in their own lives
- Partake in programs and activities that encompass the individual needs of clients to ensure the participation and development of individuals that provide opportunities to extend social and personal networks

- Respect client choice and uphold the values of the organisation
- Assist clients with their personal and health care and mobility needs by pushing wheelchairs, undertaking wheelchair transfers and use of hydraulic lifters and a range of other manual tasks
- Assist with showering, continence, oral hygiene and meals
- Administer medication and undertake other health care interventions
- Assist in promoting and positive image of clients within the community
- Assist with household/venue duties including cleaning, washing, ironing, shopping and meal preparation
- Advise Team Leader of the changing needs of clients and identify new and innovative models of service to ensure a culture of excellence in the development and delivery of services is continually achieved
- Ensure clients and their representatives are consulted with and involved in making decisions that impact on them
- Carry out all tasks and functions in accordance with relevant Standards, Codes and organisational policies and procedures to ensure service operations reflect consistency in applications and processes
- Ensure client notes are accurate and are kept up to date
- Proactively supply information about the services and support offered by the organisation
- Be an effective role model for clients, e.g. maintaining high personal standards in respect of personal appearance, presentation and social behaviour
- Ensure appropriate use and care of and communicate venue needs (e.g. Linen, consumables, janitorial items, equipment, first aid kit, etc.) to Team Leader for action
- Report any accidents and incidents to the Team Leader in accordance with set policies and procedures
- Take steps to minimise the risk by identifying and reporting potential hazards in the workplace to the Team Leader to ensure appropriate controls can be implemented
- Maintain and further develop professional and technical knowledge by attending meetings including monthly employee meetings and employee training and development activities as directed
- Demonstrate behaviours that support organisational values and a positive workplace culture
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues to achieve client and organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

## **Core Competency/Capability**

*(NDS DSD 3)*

*These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework*

### ***Sector & organisation purpose & values***

- Working knowledge of a human rights based approach to supporting a person with a disability and the services provided, the individual and community context, and sector and organisational purpose and values. Applies the approach and values in own work

### ***Leadership & teamwork***

- Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues

### ***Communication***

- Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Deals with practical issues presenting and enlists the Team Leader experience as needed.

### ***Client and carer relations***

- Assists clients and carers to address their needs and expectations. Has practical knowledge of support and services available. Is flexible and suggests alternative service solutions. Demonstrates confidentiality and awareness of diversity in relation to sensitive issues. Assists with building and maintain positive relationships with stakeholders.

### ***Personal accountability***

- Adheres to organisational policies and procedures and all relevant government legislation and standards. Following detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.

### ***Innovation***

- Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.

## **Skills & Experience**

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

### *Academic or Professional Qualifications*

#### **Essential**

- VET Certificate III in Individual Support (Disability), or equivalent qualification.

### *Skills & Delivered Performance*

- Experience in supporting people with disabilities in community settings
- Demonstrated experience in problem solving
- Understanding of the principles of Duty of Care and Dignity of Risk in relation to supporting people with disabilities
- Ability to work effectively as part of a team in a community setting and to work productively with limited supervision
- Ability to follow instructions and work within established guidelines
- Ability to develop and maintain positive and professional relationships with clients families and carers
- Ability to maintain high personal standards in respect of personal appearance, presentation and social behaviour
- Willingness to assist clients with their personal care needs
- Ability to encourage clients to participate in program and community based activities
- A commitment to Person Centred approaches and its application within service provision
- High level of interpersonal, written and verbal communication skills
- Ability to understand and carry out developmental programs
- Demonstrates a high level of professionalism, integrity and ethics
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

### *Special Requirements (Essential)*

- Where the Support Worker does not fulfil the qualification requirement, be prepared to complete the VET Certificate III in Individual Support (Disability) in line with requirements detailed in the Contract of Employment.
- Have and maintain a current Australian Class 1 Drivers Licence (preferred)
- Obtain and maintain a NDIS Worker Check
- Obtain and maintain a DHS Working With Children Check
- Obtain and maintain a Safe Environments for Children and Young People Certificate (where applicable)

- Obtain and maintain a current Senior First Aid and CPR certificate
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Attend meetings, training and professional development as required
- Travel to service regions, sites and locations
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for the purpose of recording time worked and accessing rosters
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

### *Authority to Act*

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

### *NDIS Code of Conduct*

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

## ***Accepted and Approved***

### **Employee**

**Name:**

**Signature:**

**Date:**

### **Regional Manager**

**Name:**

**Signature:**

**Date:**