

Position Description

Position Details

Position:	Support Worker		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	Ongoing	Probation period:	6 Months
Level:	2.1	Work Base:	Any HCO Site
Reports To:	Team Leader/Coordinator	Direct Reports:	Numbers Vary
Context:	<p>HCO Disability and Community Services is committed to ensuring that the Values of the association are upheld through the provision of a professional, client centred service by:</p> <ul style="list-style-type: none"> • Valuing the uniqueness of the individual • Promotion of community inclusion • Promotion of social equality, encompassing the following principles • Provision of a continuous learning environment for all 		
Position Objectives:	To contribute to the creation and maintenance of an environment designed to provide clients with effective opportunities to participate, to their optimum potential and in accord with their own preferences, in processes that lead to a high quality lifestyle, commensurate with the rest of the community		
Key Responsibilities:	<ul style="list-style-type: none"> • Work in cooperation with the Team Leader/Coordinator to support staff to develop an environment that supports client needs, aspirations and skills • Provide Person Centred Active Support for clients, in a manner that allows for fullest client expression of their individual choice and preference • Any other duties commensurate with your level and skill set 		
Key Working Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Finance and Operations Team • Coordinators • Team Leaders • Senior Support Workers • Support Staff <p>External:</p> <ul style="list-style-type: none"> • Clients and families • Government and non-Government Agencies 		
Special Conditions:	Successful DCSI screening and background checks		



Real Connections

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Key Result Areas

Leadership,
Support and
Encouragement:

- Be a positive role model for staff and clients
- Ensure staff comply with organisational values and practices consistent with policies & procedures and evidence based practices to which the organisation adheres
- Ensure a household environment whereby all clients are given the opportunity to express their own needs and aspirations whilst recognising the preferences of others
- Work co-operatively with the Team Leader to ensure various household tasks delegated to staff are undertaken in a timely manner

Person Centred
Active Support:

- In accord with Person Centred Active Support, recognise and acknowledge client skills and capacities and further development that is consistent with their preferences and improved quality of life

Client Support:

- Ensure compliance in maintaining Behaviour Support Plan guidelines for clients with behavioural issues
- Assist with development of individual goals that result in effective communication and productive relationships for clients
- Support client involvement in community activities which enhance quality of life through the provision of individually appropriate physical, emotional, recreational and social supports and networks
- Support clients in the acquisition of skills that result in greater independence in personal and daily living
- Administer medications and ensure compliance on the part of Level 2 staff within organisational policies and procedures
- Maintain sound organisational practices which maximise outcomes for clients

Core Capabilities

Communication:

- High level of communication skills written and verbal
- Keep accurate and complete records in accordance with HCO's policies and procedures
- Communicate in a manner that is consistent with HCO values

Service
Improvement:

- Provide ideas for improvement and constructive input into change initiatives
- Regularly review own work practices to identify areas for improvement
- Take personal responsibility to resolve enquiries, requests or complaints specific to the role in accordance with HCO's policies and procedures

Flexibility and
Adaptability:

- Adapt positively to changes in the environment and work demands
- Demonstrate flexibility in thinking.
- Show flexibility in coping with multiple and changing priorities

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Core Capabilities (Cont)

- Team Working:
- Develop and maintain productive relationships with peers, and organisational teams
 - Attend and actively participate in team meetings, sharing ideas and contributing to discussions
 - Recognise the differing contributions of others in the team
- Work Health & Safety:
- Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others
 - Participate in WHS related training, safety briefings and updates as required
 - Actively take responsibility for a safe working environment, reporting all incidences, near misses or any unsafe working practices
- Financial:
- Adhere to all financial processes and policies

Key Outcomes

- Requirements:
- Day to day running of the household undertaken in collaboration with the Team Leader and house staff
 - Person Centred Active Support is demonstrated by self and staff
 - Effectively and diligently administer the medication as required
 - Staff follow appropriate lines and forms of communication
 - Demonstrated appreciation of client choice
 - Effective decision making, appropriate to the level and role, referring to the Team Leader /Coordinator where necessary

Selection Criteria

- Essential:
- Qualifications:**
- Certificate 3 Community Services (Disability) or equivalent
 - Senior First Aid Certificate
 - Drivers Licence
- Experience:**
- Successful completion of minimum of 120 hours of placement
- Knowledge:**
- Informed current knowledge of principles and practices relevant to best practice in service delivery pertinent to the Disability sector and Human Services generally.
 - Understanding of relevant legislation pertinent to the meeting of statutory requirements for Disability Services Standards, WH&S, Equal Opportunity and Anti-Discrimination

Selection Criteria (Cont)

Essential:

Aptitudes and skills:

- An acceptance of and an ability to acknowledge and value the diversity of individuals.
- Ability to work within a human services team and contribute to team processes
- Excellent communication and interpersonal skills
- Demonstrated organisational and time management skills
- Self-motivation and initiative
- Willingness to value individuals with disability as persons of worth and equality.
- Commitment to the rights, access, dignity and development of persons with disability

Desirable:

Experience:

- Working in a situation with complex demands and some fragmented responsibilities
- Working in isolation
- Demonstrated capacity working with people with disabilities and their families, carers, advocates and networks to develop and maintain community inclusion
- Working with people with a dual disability (mental health issues)

Knowledge:

- Knowledge of local community, non-Government and Government resources available to assist with client outcomes

Aptitudes and skills:

- An attitude of tolerance and acceptance in relation to the differences evident in people
- Competence in the use of computer programs including word processing, spreadsheets and databases

Approval

Name:

Sue Horsnell

Position:

CEO

Approval Date:

13th February 2019

Approval Review Date:

13th February 2021