

## Position Description

### Position Details

Position:	Senior Support Worker - Accommodation		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	Continuing	Probation period:	6 Months
Level:	3	Work Base:	Ottaway
Reports To:	Team Leader	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"> <li>• Valuing the uniqueness of the individual</li> <li>• Promotion of community inclusion</li> <li>• Promotion of social equality</li> <li>• Provision of a continuous learning environment for all</li> </ul>		
Position Objectives:	<p>To provide high quality support to the clients of HCO and contribute positively to HCO workforce culture by assisting with the planning and implementation of a quality Supported Independent Living service which creates and maintains an environment designed to provide participants 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.</p> <p>Assist clients to live in their accommodation of choice and provide/oversee individual support. This involves a range of duties from personal care, management of household duties and supporting the Team Leader in their role.</p> <p>The position involves liaising with clients, families, health professionals and external agencies.</p>		
Key Responsibilities:	<ul style="list-style-type: none"> <li>• To provide leadership, development, support and encouragement to Level 2 &amp; 3 staff in delivering quality services.</li> <li>• To provide and demonstrate to Level 2 staff, Person Centred Active Support for participants, in a manner that allows participants full expression of their individual choice and preference.</li> <li>• In accordance with Person Centred Active Support practice, to recognise and acknowledge client skills and capacities and encourage further development that is consistent with their preferences with an aim to improve quality of life.</li> <li>• To assist the Team Leader in the co-ordination of high quality services to meet individual needs i.e. to identify support gaps and contribute to the development of site specific protocols.</li> <li>• Any other duties commensurate with your level and skills set.</li> </ul>		

**Key Working Relationships:**

**Internal:**

- Manager – Client Services
- Practice Leader
- Co-ordinators
- Team Leaders
- Senior Support Workers
- Support Coordinators
- Level 2 Support Staff
- Volunteers
- Executive Team

**External:**

- Clients and Families
- Government and non-Government Agencies
- Support Coordinators
- Plan Managers
- Medical Practitioners
- Allied Health Practitioners

**Special Conditions:**

- Hold a Successful DHS Working with Children and Disability Employment screening at all times
- Out of hours working as required including participation in Emergency Assistance Roster
- NDIS Worker Orientation Module Certificate

- Hold current Medication Administration certificate
- Hold a current SA driver's license
- May be asked to work in other locations if required
- Hold a current first aid and CPR certificate

**Key Result Areas**

---

**Leadership, Development, Support and Encouragement:**

- Be an active leader and positive role model HCO values and a person-centred approach for staff.
- Positively develop staff within their role through regular liaison including documenting and up-lining relevant interactions to Team Leader
- Ensure staff comply with organisational values and practices consistent with policies & procedures and evidence based practices to which the organisation adheres.
- Encourage staff to utilise their specific skills and understandings to benefit clients.
- Provide effective orientation and induction to new staff when required.
- Liaise with and encourage the involvement of families and significant others.
- Ensure a household environment where participants are given the opportunity to express their own needs and aspirations whilst recognising the preferences and differences of others.

**Person Centred Active Support:**

- Support staff in relation to effective strategies and techniques that enhances participant satisfaction and balance in their experiences.
- Ensure participants are involved in all decisions relating to their well-being and lifestyle.
- Assist participants in the nomination and determination of community activities which enhance quality of life through the provision of individually appropriate physical, emotional, recreational and social supports and networks.
- Provide direct care support, where required, and in a manner that allows for maximum participant expression of their choices and preferences.

Client daily schedules:

- Delegate various household responsibilities to staff ensuring that household practices and structures are clear, concise and accessible to staff. This will include:
  - Ensure the effective utilisation of resources within the household.
  - Ensure Support Plans and Risk Assessments are accessed by staff and inform work practices..
  - Oversight Safeguarding, Restrictive Practice identification, reporting and elimination.
  - Ensure budgets are correct and all receipts are provided.
  - Delegate shopping and maintenance of supplies.
  - Work with staff and the Team Leader in relation to medical appointments.
  - Report maintenance issues.

### Core Capabilities

---

Communication:

- Maintain accurate documents and reports..
- Ensure information has been understood by all staff.
- Keep accurate and complete records in accordance with HCO's policies and procedures
- Communicate in a manner that is consistent with HCO values and contributes to a positive team environment.

Service Improvement:

- Facilitate a culture of continuous improvement within teams
- Participate in the identification and implementation of continuous improvement initiatives
- Take personal responsibility to resolve enquiries, requests or complaints specific to the role in accordance with HCO's policies and procedures
- Regularly review own work practices to identify areas for improvement

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

Team Working:

- Develop a participative team environment through building productive relationships with staff..
- Actively participate in Team Meetings by sharing ideas and contributing to discussions.
- Be proactive in identifying and resolving issues and problems within the workplace
- Exercise tact, tolerance and humour to promote team harmony
- Recognise contributions of others in the team
- Contribute positively to the broader management 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
- Assist in the rehabilitation of injured staff
- Participate in WHS related training, safety briefings and updates as required

Financial:	<ul style="list-style-type: none"> <li>• Adhere to all financial processes and polices including approvals and processing procedures</li> </ul>
Leadership:	<ul style="list-style-type: none"> <li>• Demonstrate open leadership and motivate others during change</li> <li>• Provide clarity and maintain focus in all situations</li> <li>• Live and promote the values and goals of HCO</li> <li>• Follow HCO policy in regards to staff development and performance</li> </ul>
Strategy and Planning:	<ul style="list-style-type: none"> <li>• Contribute to the ongoing development of HCO's Operational Plans</li> <li>• Understand the broader impact of own work area and act to remove or minimise negative impacts</li> </ul>
People Development:	<ul style="list-style-type: none"> <li>• Provide direction and supervise staff on their daily activities to ensure achievement of individual key result areas</li> <li>• Provide regular, timely feedback to team members and the Team Leader.</li> <li>• Celebrate positive performance</li> <li>• Proactively support high performance through mentoring and constructive feedback</li> <li>• Contribute to annual staff development plans</li> <li>•</li> <li>• Ensure staff understand, and are consistently following policies and procedures</li> </ul>

### Key Outcomes

---

Requirements:	<ul style="list-style-type: none"> <li>• Ensure effective communication occurs with all levels of staff</li> <li>• Effective support and supervision of staff and teams</li> <li>• New staff are effectively orientated and inducted</li> <li>• Person Centred Active Support is demonstrated by staff</li> <li>•</li> </ul>
---------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### Selection Criteria

---

Essential:	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Certificate 3 Disability and/or Mental Health or equivalent</li> <li>• Child Safe Environments – Reporting Child Abuse and Neglect</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Within the Human Services sector over a period of several years.</li> <li>• Working in Supported Independent Living environments or similar.</li> <li>• Delivering and supervising person centred practice</li> <li>• Experience in assisting people with complex behaviours and needs.</li> <li>• Demonstrated capacity working with people with disabilities, their families, carers, advocates and networks.</li> <li>• Working within and contributing to the development of an effective team.</li> <li>• Ensuring the participation of persons with a disability into the community</li> </ul>
------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- Competent in the use of computer programs (Word, Excel, Outlook and databases)

**Knowledge:**

- Understanding of legislation pertinent to the meeting of statutory requirements for Disability Service Standards, NDIS Act 2013, WH&, Equal Opportunities and Anti-Discrimination
- Understanding of Restrictive Practices and Reportable Incidents

Desirable:

**Qualifications:**

- Degree or Diploma in Social Sciences, Psychology, Developmental Education or Community Services Management or equivalent
- Short courses relating to disability and mental health

**Experience:**

- Staff Supervision

**Knowledge:**

- Knowledge of local community, non-Government and Government applicable legislation and contractual requirements

**Approval**

---

Name:

Sue Horsnell

Position:

CEO

Approval Date:

2nd September 2020

Approval Review Date:

2nd September 2022