



| | |
|-------------------------------|--|
| POSITION | Support Worker |
| ORGANISATIONAL SETTING | Reports to: Coordinator Direct/indirect reports: n/a |
| AWARD LEVEL | SCHCADS Level 2 |
| PURPOSE | To deliver a broad range of high-quality, flexible, supports tailored to meet the needs and requirements of individuals with disabilities and their families. To ensure all possible plan outcomes and goals are delivered and met. |
| KEY RESPONSIBILITIES | <ol style="list-style-type: none"> 1. Meet the requirements and follow the goals and strategies of each Individuals Plan to assist the person that you support to reach their chosen goals and outcomes; 2. Provide reliable, timely and flexible services that best meet the needs of the individual and their family; 3. Attend to the physical and material well-being and safety of the person that you support, while encouraging independence; 4. Respect the personal preferences of individuals in meeting their needs and encourage the growth and development of individual. 5. Support and enhance individual's social and developmental opportunities through options of their choosing; 6. Provide support and encouragement to the person you are supporting to develop skills and participate in the community in an inclusive way; 7. Provide direction and support to volunteers and students on placement or undertaking work experience, and other support workers on the Directions "Buddy Shift", giving guidance and feedback on their performance. |
| STATEMENT OF DUTIES | <p>Understanding the people we support:</p> <ol style="list-style-type: none"> 1. Appreciate and understand the issues experienced by people with disability and their families; 2. Act at all times as an ambassador for people with disabilities; 3. Ensure that the perceptions that others have of the person you support are managed in a positive manner; 4. Act in a manner that provides positive role modelling for the person that you support in all situations. |

Service Delivery:

1. Enable the person you are supporting to develop independence by encouraging them at all times to be involved or complete activities themselves;
2. Ensure the person you support has real choices in all aspects of their daily life;
3. Incorporate opportunities for skill development into all activities;
4. Provide opportunities for the person you are supporting to have functional skills and meaningful activities;
5. Promote opportunities for social, community and civic activities;
6. Provide opportunities for the person that you support to experience personal development and fulfilment;
7. Follow all individual service plans as directed by the Coordinator;
8. Diligently follow any behaviour management plans with consistency;
9. Assist in the development, implementation and review of person centred support plans in consultation with individuals, their family and Coordinators that reflect the goals of the individual;

Relationships and communications:

1. Create, negotiate and build effective relationships and rapport with individuals, families and Coordinators. Take responsibility for sharing personal knowledge and skills across the organisation and provide training and mentoring through buddy shifts when required;
2. Develop and maintain professional and functional relationships with peers and colleagues within Directions;
3. Develop and maintain professional links and networks with relevant external organisations.

Reporting

1. Follow all reporting and recording requirements of Directions;
2. Report to the Coordinator all matters relating to the daily programme of the person you support on progress notes after each time of working;
3. Report to the Coordinator any matters relating to the health of the person you support;
4. Notify the Coordinator immediately if for any reason the agreed working hours cannot be met;
5. Supply accurate legible timesheets with all required areas completed;

Directions undertakes to maintain a positive workplace culture that results in strong motivation, commitment and productivity. To ensure this all employees demonstrate values and behaviours that value diversity and promote accountability, co-operation and respect in the following areas:

Team work

1. Work as part of the team and work autonomously as required;
2. Ensure effective information sharing and communication including attendance at monthly meetings with Coordinators and contribution to communication strategies;
3. Participate in relevant training;

| | |
|--|---|
| | <p>4. Demonstrate a willingness to participate in team and planning discussions to resolve potential conflict.</p> <p>Environment</p> <ol style="list-style-type: none"> 1. Ensure all work related activities are carried out in compliance with the Disability Service Standards; 2. Any procurement of goods and services include consideration of the environmental footprint; 3. Minimise wastage of resource materials through reduction, reuse or recycle principles; 4. Report environmental issues to appropriate people. <p>Continuous Improvement</p> <ol style="list-style-type: none"> 1. Contribute to continuous quality improvement by constantly seeking out opportunities to improve work practices and procedures; 2. Actively engage in performance development; 3. Assist the quality evaluation process by identifying, incorporating best practice and providing regular reports on quality activities undertaken. <p>Occupational Health and Safety</p> <ol style="list-style-type: none"> 1. Show due care and diligence in all aspects of supporting the person with a disability; 2. Contribute to the maintenance of an occupationally safe and harassment-free workplace; 3. Ensure occupational health and safety issues are considered in all aspects of duties performed; 4. Maintain high standards of performance and adopt a proactive approach to occupational health and safety issues; 5. Ensure compliance with statutory requirements and company policies and practices; 6. Report all observed safety incidents and hazards and recommend improvements; 7. Comply with all state and federal anti-discrimination, bullying and sexual harassment legislation. <p>Other</p> <ol style="list-style-type: none"> 1. Ensure the confidentiality of any and all information obtained in relation to the position; 2. Conform to and implement the Disability Service Standards; 3. Comply with Directions' internal quality systems, policies, procedures and protocols; 4. Represent Directions in a professional and credible manner in all interactions with the community and other external stakeholders; 5. During working hours focus attention on the activities of Directions; 6. All other tasks as directed that are reasonable and appropriate for the role. |
| <p>QUALIFICATIONS AND EXPERINCE</p> | <p>Essential</p> <ol style="list-style-type: none"> 1. Effective communication skills with people with disability and their family and peers; |

| | |
|--|---|
| | <ol style="list-style-type: none"> 2. Good time management and ability to work unsupervised and follow duties and tasks of a designated support plan; 3. Accurate record keeping and objective report writing; 4. An understanding and appreciation of the value of skills development, choice, empowerment and social interaction in people's lives; 5. Ability to work with individuals from a range of social, financial and cultural backgrounds; 6. Sound manual handling skills as required within the disability sector, with an average / high level of basic fitness; 7. Ability to cope with changes in work demands. <p>Desirable</p> <ol style="list-style-type: none"> 1. Cert III in Disability Services; 2. Experience working with people who have a disability. <p>Appointment Pre Requisite</p> <ol style="list-style-type: none"> 1. National Police Clearance Certificate; 2. Working with children check (if applicable); 3. Current First Aid Certificate; 4. Current Driver's Licence; 5. Roadworthy, appropriately registered and insured vehicle. |
|--|---|

Agreed:

Employee: _____

Date: _____

Services Manager: _____

Date: _____