


# POSITION DESCRIPTION

## Support Worker - Casual

	<b>Position Title</b>	Support Worker
	<b>Division</b>	Ballarat Office
	<b>Classification</b>	Level 2 Pay Point 2
	<b>Employment Status</b>	Casual
<b>Community Accessibility Vision, Mission &amp; Values</b>		
<p><u>Vision</u> Every person has the opportunity to actively participate in their community and live the life they choose.</p> <p><u>Mission</u> Community Accessibility provides quality care, transport services and innovative programs to support clients to live independently and stay connected to their community.</p> <p><u>Core Values</u></p> <p><b>Respect:</b> We treat all people with respect and dignity and recognise the value of every person.</p> <p><b>Flexible:</b> We are adaptable and responsive to the evolving needs within our community.</p> <p><b>Integrity:</b> We uphold the highest standards of honesty and accountability in all that we do.</p> <p><b>Quality:</b> We are committed to delivering excellent services that people can rely on.</p> <p><b>Collaborative:</b> We work in partnership with our clients, volunteers, and other organisations to achieve the best outcome for our community.</p> <p><b>People-Centered:</b> We put people first. We consider and support the unique needs of each individual.</p>		
<b>Position Summary</b>		
<p>You will support in the coordination and optimisation of the available workforce by utilising client services rostering and scheduling systems to best meet client requirements and to promote a sustainable workforce you will provide administrative assistance to the client services tam ledger or equivalent to assist Community Accessibility to continue in its delivery of high quality, innovative and flexible services and intake of new clients.</p>		
<b>Organisational Relationships</b>		
<b>Reports to:</b>	<ul style="list-style-type: none"> <li>• Client Services Manager</li> </ul>	
<b>Reportees:</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	
<b>Key Internal Liaisons:</b>	<ul style="list-style-type: none"> <li>• Liaise with and maintain linkages with community services relevant to the participant and the role.</li> <li>• Maintain a positive relationship with other staff and participants and other services providers.</li> </ul>	
<b>Areas of Responsibility</b>		
<b>PRIMARY OBJECTIVES</b>		
<ul style="list-style-type: none"> <li>• Assist in the delivery of “Your Supports” services.</li> <li>• Assist in the monitoring of participants during service provision.</li> <li>• Report any incidents or hazards that impact on the safety of the workplace.</li> <li>• Work unsupervised with participants.</li> <li>• Represent the organisation while performing your duties.</li> <li>• Provide one-to-one support for participants.</li> </ul>		

- Support participants to access their communities.
- Regard all information about the participant you are supporting in the course of your work as confidential.
- Identify and apply the ethics of working in a person's home.
- Apply hygiene, personal care and infection control procedures and follow COVID-19 protocols.
- Use aids and equipment specifically intended for each person.
- Provide domestic assistance and support as instructed by your supervisor.
- Assist participants to manage their medication routines as required.
- Provide support as outlined in the support plan for each participant.
- Reflect the principles of Duty of Care at all times during your work.

## **SPECIFIC DUTIES**

### **Administration**

- Complete notes and documentation as directed.
- Assist in the preparation of documentation for service.
- Record all incidents and hazards according to the Compliments, Hazards, Incidents & Complaints (CHIC) guidelines.

### **Quality**

- Demonstrated knowledge of the relevant standards pertaining to the service and the philosophy and requirements of the standards.
- Promote the philosophy of the rights of our participants to the general community when appropriate.
- Ensure necessary documentation is completed as required and in a manner which reflects outcomes for the individual.
- Ensure participants are supported to understand their right and ability to participate in the independent monitoring process and to contribute to the overall improvement of the quality and type of services delivered.
- Attend all necessary meetings and provide feedback on the current state of the organisation's quality system.

### **Safety**

- Adhere to Community Accessibility policies & procedures and line management directives.
- Report any OH&S concerns and hazards to your supervisor immediately.
- Adhere to the organisations OH&S reporting, recording and practice procedures.
- Apply hygiene, personal care and infection control procedures.
- Risk assessment is an ongoing responsibility for all support workers.

### **General**

- Maintain confidentiality in all matters.
- Perform other duties as directed.

## **Key Performance Indicators**

<b>Business Plan</b>	<ul style="list-style-type: none"> <li>• Develop an understanding of the Business Plan and goals of the organisation as it relates to this position.</li> </ul>
<b>Budgetary Compliance</b>	<ul style="list-style-type: none"> <li>• This position has no budgetary responsibilities.</li> </ul>
<b>Quality &amp; Systems</b>	<ul style="list-style-type: none"> <li>• Adhere to Community Accessibility's policies and procedures and line management directives.</li> </ul>
<b>Provision of Support</b>	<ul style="list-style-type: none"> <li>• Assist in the delivery your supports services and work with participants.</li> </ul>

<b>Management</b>	<ul style="list-style-type: none"> <li>• Nil.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Adhere to the organisations OH&amp;S reporting, recording and practice procedures.</li> </ul>
<b>Ambassadorial</b>	<ul style="list-style-type: none"> <li>• Represent the organisation while performing your duties.</li> </ul>
<b>Authority, Knowledge and Skills</b>	
<p>The position has the authority to:</p> <ul style="list-style-type: none"> <li>• Work under guidance within clearly defined guidelines.</li> <li>• Problem solves with reference to and in line with established procedures, documented methods and instruction. Assistance is available when problems occur.</li> </ul> <p>Extent of authority:</p> <ul style="list-style-type: none"> <li>• Have work outcomes monitored.</li> <li>• Have freedom to act within established guidelines.</li> <li>• Solutions to problems may require the exercise of limited judgement, with guidance to be found in procedures, precedents, and guidelines.</li> </ul>	
<b>Qualifications and Experience</b>	
<p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>• Current driver's license.</li> <li>• NDIS workers screening</li> <li>• Current Working with Children Card.</li> <li>• Certificate IV in Disability work, community services or similar or relevant experience and to a willingness to complete a qualification.</li> <li>• Well-developed organisational skills and the ability to make sound decisions under pressure.</li> <li>• Ability to work with minimum supervision.</li> <li>• Experience within the disability field</li> <li>• Excellent communication skills, both written and verbal.</li> <li>• Be flexible within your hours of work, including weekend and overnight work.</li> <li>• First Aid certificate or willingness to complete one.</li> <li>• It is essential that the appointed person is a competent and licensed driver, as they will be required to drive a variety of vehicles as program needs determine.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• The ability to work collaboratively and in partnership with a range of stakeholders to optimise a best fit workforce for customers.</li> <li>• Ability to support organisation wide initiative that support Community Accessibility's Mission and Values.</li> <li>• An empathic and engaging verbal communication style accompanied with good telephone etiquette.</li> <li>• Demonstrated ability to use data bases and Microsoft Office suite of programs, for example Outlook, Word and Excel.</li> <li>• Attention to details and high level of accuracy.</li> <li>• Ability to think laterally and problem solve.</li> </ul>	
<b>Physical Requirements</b>	
<ul style="list-style-type: none"> <li>• Able to sit at a desk for extended periods of time.</li> <li>• Able to sit in a vehicle and drive for extended period of time.</li> <li>• Able to walk significant distances without assistance over varied surfaces.</li> <li>• The ability to carry out manual tasks which may include lifting moderate weights.</li> <li>• Bending, twisting and lifting actions</li> </ul>	

<b>Key Selection Criteria</b>
<b>Knowledge and Skills</b>
<ul style="list-style-type: none"><li>• A working knowledge of the Disability Service Standards desirable.</li><li>• A knowledge of and demonstrated commitment to the principles and practices of Equal Employment Opportunity and Workplace Health and Safety and with an ability to apply them in the workplace.</li></ul>

The list of responsibilities herein is not intended to be all-inclusive and may include additional responsibilities as required and assigned. It may become necessary to modify/change these position responsibilities from time to time.