



## Support Worker Position Description

Position Title	Support Worker
Salary	\$35 per hour, weekdays
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Employment Status	Casual
Location	Greater Hobart Region / Huon Valley Region, Tasmania
Hours	Monday to Friday with some weekend work and overnight shifts with variable hours required
Reporting to	Managing Director

### Role requirements

Police Check	A national police check completed within the last 6 months must be supplied by all new appointments. An updated police check must be provided to the employer every 2 years thereafter. If a new employee has lived out of Australia for 12 months or more within the last 10 years, an international police check will be required.
Working with Vulnerable People Check	A valid working with vulnerable people check must be supplied by all new employees.
Car Licence	A valid Australian drivers licence (P plate or above) must be supplied by all new employees.
Suitable Vehicle	All new employees must have or have access to a roadworthy vehicle insured at a comprehensive level. Insurance documentation must be supplied to employer. The vehicle will need to be capable of transporting multiple passengers in a safe manner.
Right to Work within Australia	Australian or New Zealand Citizenship or relevant working visa documentation must be supplied.

### Position Context and Responsibilities

The purpose of this role is to provide direct support to people with disabilities who are recipients of National Disability Insurance Scheme (NDIS) funding and to assist them in achieving their goals set out in the NDIS plan.

The **Support Worker** is responsible for the following:

- Providing support services to participants in line with their NDIS plan.
- Working within the Active Support Model to assist participants in achieving their plan goals.
- Keeping accurate and up to date file notes on participants' progress.
- Ensuring Work Health and Safety guidelines are adhered to.
- Working within the guidelines of the NDIS and escalating relevant information to the Managing Director and significant others, such as families.
- Engaging participants, supports and external organisations in a professional manner.
- Undertaking all work in line with Organisations policies, procedures and values.
- Complying with all relevant legislations and codes of conduct.
- Maintaining an up to date knowledge of the NDIS systems and practices.
- Working with colleagues in a supportive and cooperative manner.
- Maintaining clear and professional boundaries with participants.
- Attending appointments/other services when required.

## **Position duties**

A **Support Worker's** duties may vary depending on the specific needs of the participant and the goals outlined in their National Disability Insurance Scheme (NDIS) plan. Common day to day duties of the position may include (but are not limited to):

- Assisting participants to develop desired skills set out in the NDIS plan such as cooking, nutrition, personal care, budgeting, shopping, domestic skills, maintaining employment, using public transport etc.
- Assisting participants with the creation of daily/weekly plans to assist in reaching their goals.
- Working with participants to develop their ability to self-advocate and advocate on behalf of participants when required.
- Assisting customers in decision making and daily planning.
- Assisting participants to develop and maintain positive healthy relationships with service providers, supports, local community, family and friends.
- Planning and facilitating recreational activities.
- Assisting customers in social and community participation.
- Completing file notes on participants' progress.
- Undertaking other duties as required by the Managing Director (in line with the skill level of the position) to assist the organisation to achieve its goals.
- Travelling to and engaging with participants at their home, place of work or in the community.

- Providing transport for participants to and from activities.
- Coordinating activities with the participant, their families/carers, external significant others/service providers and the Managing Director.
- Assessing and managing risk in activities.
- Encourage participant feedback around service delivery.
- Contribute to continuous improvement.

## **Skills**

A **Support Worker** should be able to demonstrate they possess the following skills:

### Teamwork

- Work cooperatively with the team members in a productive and effective way.
- Follow instructions given by the Managing Director.
- Actively participate in team discussions.
- Provide thoughtful and honest feedback to team members and the Managing Director.
- Manage conflict in a productive way.
- Engage in regular group and individual supervision.

### Service Delivery

- Deliver a high-quality service to participants.
- Actively listen to and respond appropriately to participant feedback.
- Be patient and understanding to participants' needs.
- Be calm and kind in interactions with participants.
- Build high-quality relationships with external service providers and the participants formal and informal supports.
- Display a high degree of computer literacy.
- Able to effectively use email, MS office and other software products.
- Able to competently use mobile devices such as; smart phones and iPads.

### Communication

- Be able to verbally communicate concepts and ideas in a way that the participant and team members can easily comprehend.
- Utilise active listening skills in interactions with participants, families and team members.
- Be able to write and/or type file notes, emails and other written materials in a way that others can easily understand.

- Be able to communicate personal views in a constructive way.
- Be able to communicate in a clear, open and honest manner.
- Be flexible with communication and adapt the communication style to meet the needs of the participant. (nonverbal, communication devices etc).

### Organisational Skills

- Manage time effectively.
- Arrange and utilise resources in an effective and environmentally conscious way.
- Regularly reviews and assesses personal progress.

### Knowledge

- Some understanding of the National Disability Insurance Scheme (NDIS).
- High level understanding of disability and the supports people with disability require.
- Some understanding of the community services sector.
- High level understanding of privacy and confidentiality in relation to participants.
- Some understanding of what is considered appropriate self-disclosure.

### **Attributes**

A **Support Worker** should display the following attributes:

- Eager to learn new concepts and practices
- Able to take initiative
- Empathetic and compassionate towards people
- Well organised
- Ethically minded
- Display a positive attitude
- Self-motivated and an independent thinker
- Adaptable and open to change
- Trustworthy
- Self-reflective
- Creative in approaching challenges
- Able to apply common sense
- Passion for assisting people to learn new skills
- Effective and respectful communicator

Authorised by	Tanya Hickingbotham		
Position	Managing Director	Date	

For all enquiries, please contact [admin@allaboutyou.org.au](mailto:admin@allaboutyou.org.au)