

Position Title	Support Worker (Disability)
Position Number	20593
Classification	B (casual)
Reports to	Team Leader Great Southern
Directorate	Community Inclusion

Section 1

Purpose of this position

Working within the principles of a person centred model, the Support Worker aims to engage individual clients in all aspects of their own lives, to the greatest possible extent. The outcome goal is that individuals live happy, fulfilling lives on their own terms.

This is to maintain and enhance independent living skills and general quality of life for adults with disability in a safe supportive environment reinforcing that individual service users are the leaders of their own lives.

Section 2

Key working relationships

<i>Internal</i>	<i>External</i>
Executive Manager Community Inclusion	Clients
Manager	Client families and networks
Support Workers	Community agencies accessed by clients

Section 3

Key result areas (KRAs)

- ▶ Program Delivery of Person Centred Support
- ▶ Administrative Duties associated with Person Centred Active Support
- ▶ Occupational Safety and Health

This position description contains the key tasks and associated performance indicators for this position. The list of key tasks is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation.

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KRA 1: Program Delivery

Key Tasks	Performance Measures
<ul style="list-style-type: none"> ▶ Ensure on a daily basis that client needs are: recognised, understood and that their wants and needs are met in accordance with the principles of person centred active support, UnitingCare West Ethos, policy and procedures and the Disability Service Standards. ▶ Ensure client's social, community and domestic needs are met in an image enhancing manner ▶ Monitor client's physical, emotional and spiritual well-being, noting any concerns in their personal journals and report to Manager. ▶ Participate in client's planning meetings and ensure that plans are implemented. ▶ Contribute to identification and implementation of opportunities for incidental planning for new experiences/skilling ▶ Provide other client supports including administration of medication, personal care support, manual handling and support in activities of daily living as required; encouraging service user's maximum independence. ▶ Transport clients to and from recreational activities/appointments when required. ▶ Assist client/s in undertaking a full range of domestic and household chores and tasks. Undertake all other chores and tasks as required. 	<ul style="list-style-type: none"> ▶ All procedures and protocols compliant with person centred active support, the UCW Ethos, policy and procedures and Disability Services Standards are being followed. ▶ Observation and evidence from Active Support documentation. ▶ Changes of client's wants and needs are appropriately documented and communicated. ▶ Planning meetings are attended and contribution made. Opportunities for additional planning is recognised, recorded, reported and implemented as they occur. ▶ Demonstration of safe working practices in individual personal care and support in a manner which is dignified and empowering for service users. ▶ Client's consistently access out of home activities/appointments. ▶ Procedures are consistently completed inclusive of client participation.

KRA 2: Administration

Key Tasks	Performance Measures
<ul style="list-style-type: none"> ▶ Participate in staff meetings, training and supervision as required. ▶ Maintain client related documentation. ▶ Ensure that all account books are balanced and correct at the end of the shift. ▶ Process any correspondence that arrives whilst on duty. ▶ Ensure Active Support reports, communication book and diary are clear, legible and precise. ▶ Provide reports to Manager in the event of critical incidents. ▶ Ensure service user's information is accurate and up to date. ▶ Complete attendance sheets, activity reports and other records and documentation as required. 	<ul style="list-style-type: none"> • Attendance records at meetings show regular attendance and compulsory training is undertaken • Feedback from Team Leader indicates that medication charts, household accounts, handover notes, Key-Client documentation, communication books, service user files and incident reports is completed. • Audits indicate service user's information is accurate and up-to-date.

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KRA 3: Occupational Safety and Health

Key Tasks	Performance Measures
<ul style="list-style-type: none">▶ Ensure that safety considerations are a priority in all work undertaken by employees and volunteers.▶ Establish and maintain a working environment that is safe and free of harassment.▶ Ensure that all incidents are effectively reported and investigated as per policy, with system and program improvements identified and actioned.▶ Actively promote and encourage safety and health as a core part of employee communications.▶ Ensure that safety training plans are identified for all employees and volunteers.	<ul style="list-style-type: none">▶ Safety and risk proactively discussed at each team meeting▶ Incidents reported and investigated in line with policy and procedures.▶ Safety training plans in place and delivered.▶ No accidents in the workplace as a result of unsafe equipment, furniture or work practices.▶ No incidents relating to discrimination/harassment occur in the workplace.▶ Hazards and potential hazards are identified and reported in accordance with OSH principals and standards and appropriate action is taken.

Any other duties that may arise from time to time which fall within the parameters of this role and within the level of skills, competency and training of the incumbent.

Section 4

Authority levels

This position reports to the Team Leader, Great Southern and works within UCW's Delegated Authority levels approved by the Board.

Section 5

Competency profile

Competencies
<ul style="list-style-type: none">• Demonstrated communication and interpersonal skills including the ability to work and communicate effectively with clients and their families and other community agencies accessed by service users;• Demonstrated experience with people with disabilities and a positive and contemporary attitude to people with disabilities;• High level of organisational skills and an ability to perform multiple tasks in an environment that may have conflicting and changing priorities;• Demonstrated negotiation and conflict resolution skills;• Ability to plan and organise recreational outings with attention to detail;• Ability to deliver personal support to individuals with disabilities including manual handling, personal care and the management of behaviours of concern;• High level of skills in household management;• Demonstrated ability to work in a team in a constructive, cooperative manner;• Demonstrated proficiency in computer skills.• Demonstrated ability to exercise sound judgment when directions are not clearly defined;• Ability to set priorities and monitor workload;• An ability to act in a higher capacity; and• Ability to work in ways that are congruent with the Ethos and values of UCW and the Uniting Church in Australia.

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Qualifications

- Qualifications in Certificate III or IV in Disability Services (or higher and/or equivalent) or working towards completion of Certificate III or IV (desirable)
- Current First Aid Certificate.
- Current National Police Clearance.
- Current 'C' class Drivers Licence and competency in safe driving

Knowledge

- Knowledge of Person Centred Active Support and other contemporary theories and practices underpinning the provision of services to people with disabilities.
- Knowledge of transporting and personal care needs of people with disabilities.
- Knowledge of OSH, EEO and workplace relations principles. Click here to enter text.

Experience

- Experience in the provision of services to people with disabilities, working in a community service environment.

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