

## Description

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**Job Title:** Support Worker  
**Ref No:** OP515  
**Portfolio & Program:** Disability, Mental Health & Childcare Services  
**Reporting Relationship:** Team Leader / Coordinator  
**Classification:** Social & Community Level 2  
**Date:** November 2018

*Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.*

## My purpose is to...

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Work as part of a team to provide individual and group supports to our AnglicareSA customers and Carers, within the community and accommodation environments. Actively assessing needs, creating a positive and supportive environment that empowers customers and Carers to achieve physical, emotional, spiritual and social goals.

## I will make a difference when I...

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### Customer Service

- Provide a professional responsive, flexible, prompt and courteous service ensuring that customer outcomes are central to all decisions and actions
- Contribute to the identification and implementation of initiatives to improve customer experience and maintain a high level of customer service
- Role model a customer focused approach across all areas of my work, in accordance with AnglicareSA's Customer First Principles
- Provide a responsive service that addresses customers strengths and challenges as outlined in support plans
- Establish and maintain professional relationships and encourage the involvement of the customers family members, Guardians or Carers as appropriate

### Professional Practice

- Maintain customer and staff confidentiality and privacy at all times
- Actively encourage customers to participate in working towards the goals within their support and developmental plans and undertake activities reflective of these plans
- Implement mechanisms to protect customers personal safety, ensuring they understand complaint procedures
- Engage with my Team Leader/Coordinator, arranging additional ongoing care or one-off support as appropriate
- Keep up to date and adhere to all internal and external, guidelines and procedures relevant to this position
- Maintain accurate documentation and individual records such as individual support plans/Positive Behaviour Support Plans, monthly reports, case notes, household and individual financial sheets, in a professional and timely manner
- Provide high quality support to address customers psychosocial, personal care and independent daily living needs

### Teamwork and Communication

- Actively work with other team members, customers, their families, Guardians or Carers and other services or stakeholders involved to ensure holistic and consistent support
- Recommend and promote AnglicareSA's Disability and Mental Health Services to the community to assist with program sustainability and growth
- Support an inclusive and diversified, friendly, positive and engaging workplace culture

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- Actively promote inclusive services to target groups including: Aboriginal people, CALD communities and LGBTI customers
- Participate in and attend all rostered staff meetings, individual programs meetings and complete mandatory staff training within the required timeframes.
- Ensure that complaints and feedback is acknowledged and reported to the Team Leader/Coordinator or on call staff if out of business hours and is entered onto Riskman in a timely manner.

## Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events
- Actively participate in early intervention Injury Management processes and effective consultation with Injury Management and WHS personnel to assist in progressing Injury Management requirements efficiently
- Display proactive behaviours and accountability toward safety in the workplace by making every effort to ensure my own safety and the safety of colleagues, customers and others

## To make a difference I will...

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- Embrace and integrate AnglicareSA's Vision, Purpose and Values into my role and actively support others to do so
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses
- Support and encourage a diverse workplace that is free from discrimination, bullying and harassment at all times
- Be physically and mentally capable and report to work in a fit state to perform all duties
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities
- Have evidence of the right to work in Australia
- Obtain and maintain a National Police History Check, DHS Child Safe and DHS Disability Clearance's and Senior First Aid certificate

- ☒ Able to work at other sites as required      ☒ Vulnerable Person and Child Abuse Reporting  
☒ May be required to work across a 24/7 roster      ☒ Senior First Aid Certificate  
☒ Possess a current driver's license and roadworthy vehicle

**Working Relationships:** Team Leader, Coordinator, Other Support Workers, Domestic Assistants, Customers their Families, Guardians and Carers, NDIS Agency, Internal or External Agencies

## I will utilise my.....

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### Qualifications

- Certificate III in Individualised Support, or Certificate III in Disability (or equivalent) - essential
- Senior First Aid Certificate - essential

### Skills and Abilities

- Sound knowledge about the National Disability Insurance Scheme (NDIS), principles of providing social support and the rights of individuals with a disability or mental illness
- Previous experience in disability services and/or mental health services, working creatively and flexibly with people with a disability or mental illness, their families, guardians and carers
- Ability to provide customer focused support whilst adhering to legislative, regulatory, policy and procedural requirements
- Ability to maintain and complete administrative and documentation requirements in an efficient, timely and accurate manner

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- Strong interpersonal and communication skills that enable me to establish relationships with my customers, their families, Guardians and/or carers, and other service agencies
- Ability to work positively and productively as part of a multidisciplinary team and independently
- Demonstrate a commitment to seek opportunities to continue to improve my performance
- A willingness to accept and embrace the different cultural backgrounds and beliefs of customers and other AnglicareSA staff
- WH&S knowledge and skills suitable for the position

## **My dedication and commitment**

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Job holder Signature: ..... Date .....

Print Job holder Name: .....

General Manager, Community Services: ..... 

Date: ..... 29/10/18 .....