



Support Worker (Level 3) POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title:	Support Worker (Level 3)	Location:	Multiple Locations
Group:	Aspect Choose and Connect	Reports to:	Regional Coordinator

Organisation Purpose

A different brilliant[®] - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family- focussed & customer-driven	We are passionate about people, about being positive and about what's possible

Team Purpose

Aspect Choose and Connect recognises that a great team culture is built on a supportive framework and require all support workers to demonstrate **Autism Spectrum Australia (Aspect's)** values, mission and vision within a person-centred culture using the 5 point star framework and the **Aspect Comprehensive Approach (ACA)** to support participants to realise their goals and aspirations.

Autism Spectrum Australia (Aspect) is committed to providing an environment free from abuse, neglect and exploitation of the people we support.

Position Purpose

Supervise support workers and volunteers in their day to day work, plan and coordinate programs and lead the delivery of person-centred solutions in partnership with people on the autism spectrum by providing flexible, responsive and evidence-informed practices using the 5 point star framework and the Aspect Comprehensive Approach (ACA)

By gaining understanding of the strengths and interests of people on the autism spectrum, a Support Worker's role is to work with participants in building independent living skills and to create meaningful involvement at home and in the community.

Environment

- Support Workers at Aspect are employed under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS).
- Work a varied roster of shifts that may include daily, weekend and overnight shifts
- An Aspect Choose and Connect Support Worker may be required to work in the following services:
 - Community and/or hub based
 - Respite
 - Social clubs
 - In home support
 - Employment Mentoring
 - Holiday assistance
 - Aspect Capable – employment mentoring programs
- Services currently operate in the following regions:
 - In NSW, in all metro and rural regions
 - In Victoria, in all metro and rural regions
 - In South Australia, in all metro and rural regions
- Support Workers may be requested to work in more than one service or transfer to a different services should the need arise.
- Transporting of participants must be undertaken in a registered and fully insured motor vehicle. You may be requested to use your personal vehicle for transportation purposes and if so reimbursement will be provided as per the company expense policy

Key Relationships

Internal	External
<ul style="list-style-type: none">• Support Workers• Regional Coordinator (Operational/Practice)• Community Engagement & Operations Manager - Choose & Connect National Manager - Choose & Connect• Aspect Therapy Team• Aspect Education Team• Aspect Practise and Research staff• All other Aspect Staff	<ul style="list-style-type: none">• Participants• Liaise with parents, families, carers, advocates and guardians• National Disability Insurance Agency and all other government agencies• Non-Government organisations• Allied Health Care Professional's• Generic Community services

Outcomes

Key Result Area	Requirements & Expectations	Success Indicators
Leadership	<ul style="list-style-type: none"> • Provide leadership to a small team of employees within Aspect Choose & Connect services. • Monitor and coach for individual and team outcomes/achievement/performance. • Provides operational or procedural direction and/or advice and ensures knowledge and information is shared. • Maintain staffing levels as advised by the regional coordinator. • Shows commitment to ongoing team skills development. • Ensure Support Workers actively respond to individual needs and wants using human rights based approaches. • Support staff to build capacity to engage individuals to develop and build on relationships in their community. • Provide staff with opportunities for reflection and professional development • Support the Regional Coordinator to keep staff abreast of developments in Aspect, including new initiatives and changes in policy • Attend promptly to issues raised by staff and identify opportunities for improvement • Where needed, participate in performance management, disciplinary procedures in conjunction with the Regional Coordinator and Manager. • Proactively provide assistance and support to Aspect Leadership 	<ul style="list-style-type: none"> • Promotes very clear team objectives and individual objectives for team members. • Provides leadership and considers appropriate allocation of work responsibilities; delegating appropriately to staff. • Utilises the team resources to achieve a broad range of agreed performance outcomes; Assists and supports dealing with issues with the immediate parties involved. • In conjunction with the Regional Coordinator consult on and set the teams service goals. • Monitors outputs and performance of the team and individual staff members using individual staff support and development and team meetings. • Shares knowledge and information with team members. • Works and interacts positively with the Regional Coordinator and represents as part of the leadership team. • Speaks up about issues of concern and takes a lead in problem resolution; • Understands what issues to escalate to the service coordinator and when.

	<ul style="list-style-type: none"> • In the absence of the Regional Coordinator being able to take on additional responsibilities as provided by their Regional Coordinators • To assist in a range of developing specialised programs that supports the needs of people on the autism spectrum. 	<ul style="list-style-type: none"> • Problems can usually be self-managed by reference to aspect policies, procedures and documents • Staff participate in regular face to face supervision and support • Actively provide a range of information to staff, participants and families in relation to evidence informed practices that support people on the autism spectrum. • Morale and culture are both positive and supportive • Demonstrate responsibility of managing, planning and prioritizing your own work and that of level 2 staff.
Individual Support	<p>Participants are recognised as valued and unique individuals. Staff will use the 5 point star framework to determine each participants:</p> <ul style="list-style-type: none"> ❖ ability to understand ❖ communication skills and preferences ❖ expectations of the service provided ❖ motivation and reasons to be involved or not involved ❖ Sensory perceptions and sensitivities <p>A practical general knowledge of NDIA Service, Disability Standards and sector and organisation purpose and values.</p> <ul style="list-style-type: none"> • Assist with the development, implementation, data collection and review of Participants' Person Centred and NDIS plans and records, involving the participant, families, residential services, and other stakeholders as appropriate • Work alongside Participants to identify strengths, explore, and engage in personal interests i.e. research, community gardening, music etc. 	<ul style="list-style-type: none"> • Participants have tools to communicate needs, choices, and concerns and these preferences are clearly documented in their Individual Support Plan (ISP). • Participants are active in using their communication supports, people you support are fully engaged and comfortable with the services you provided. • Individual support package has comprehensive, personalised, up to date plans and records ensuring individual needs are recognised and supported. • Participants have clear short, medium and long-term goals that link to the person's individual support plan. • Written documentation supports that active support is given to participants to work towards achievement of their goals. • Participants are engaged with their daily programs that match and potentially develop their skills and ability to lead meaningful lives.

	<ul style="list-style-type: none"> Find opportunities during daily activity to build independent living skills by using active support principles such as: every moment has potential, by using the '<i>little and often</i>' technique, and maximising choice and control. Provide personal care as needed, including assistance with personal hygiene, grooming and mealtime management. Actively promote and adhere to Positive Behaviour Support principals and strategies. Refer to Restrictive Practise liaison for your region and follow Restrictive Practice protocols recorded in the participant's individual plan. Record and audit all Participant and/or Aspect monies as part of accessing the community Safely administer medication for Participants as required by individual plans. Facilitate raising participant feedback and complaints to appropriate coordinator/manager and assist with resolution as required. Celebrate the achievements of individuals with disabilities Support and promote the choices of individuals in determining support Promote and champion the involvement of people on the autism spectrum within service decisions Coordinate staff to provide personal care for individuals, including assistance with toileting and feeding, and monitor and report on progress. 	<ul style="list-style-type: none"> Active support and capacity building is demonstrated in all interaction and services provided.. Personal care is provided to Participants in a timely, respectful, and safe manner Challenging behaviour is minimised by using positive behaviour support strategies in line with the individuals Support Plans Restricted practices are administered as per policy and procedures. All monies are handled responsibly and accounted for as per agreed procedures. Medication management guidelines are strictly adhered to including sign off and security Participant feedback and complaints are resolved in accordance with Aspect's policies, guidelines and procedures.
Safeguarding the people we support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:</p> <ul style="list-style-type: none"> Exercise Duty of Care in the health, safety and welfare 	<ul style="list-style-type: none"> Demonstrated evidence that you discuss and report concerns with your supervisor. Completion of on-line training on Safeguarding the People We Support

	<p>of Participants and ensure they are treated with dignity and respect.</p> <ul style="list-style-type: none"> • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct. • Complete mandatory Safeguarding training. • Maintain a heightened sensitivity to recognising signs of abuse and reporting those signs. • Alert Coordinator to changes in staff practice that you have witnessed which deviate from policy and procedure. • Request permission from Coordinator before a change is made in the daily program and alert Coordinator if an unsanctioned change in the program is taking place. • Monitor participant's awareness of their own wellbeing and alert Coordinator if you see a risk to the safety and wellbeing of the person. 	<ul style="list-style-type: none"> • Personal commitment and day to day demonstration of competency in Safeguarding the People We Support.
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Meaningful Community Involvement	<ul style="list-style-type: none"> • Has a general knowledge of community networks and links with direct service provision. • Support participants to be involved in and contribute to their community in valued roles e.g. volunteering, employment, involvement in community activities. • Facilitate and support community outings with an emphasis on learning and developing skills • Responsibly transport participants within the community. 	<ul style="list-style-type: none"> • Participants have demonstrated meaningful involvement and participation in the community. • Participants enjoy safe and meaningful access to the community as per individual plans and goals. • Applies knowledge of formal and informal supports relevant to each person supported. • Role models dignified and respectful interactions with members of the broader community. • Each participant has a meaning transport plan that enables them to engage in the wider community as independently as possible.
Innovation	<ul style="list-style-type: none"> • Appreciates the need for resourcefulness, creativity and adaptability within role boundaries. • Open to new approaches. 	<ul style="list-style-type: none"> • Makes suggestions supporting continuous improvement within own role. • Questions things and suggests possible solutions.

	<ul style="list-style-type: none"> • Takes responsibility for continuous improvement and risk mitigation in own work. • Resolves routine problems. • Suggests changes. 	<ul style="list-style-type: none"> • Shows flexibility in approach to work tasks. • Actively seeks creative solutions to overcome barriers in providing support. • Actively adapts, accepts and is willing to change within the context of the job role and wider organisation or community changes.
Stakeholder Relationships	<ul style="list-style-type: none"> • Communicate with carers, families, residential services, and other stakeholders to ensure the participant's plans are successfully supported and goals are met. • Build positive relationships with all stakeholders, other service providers, and other people/businesses in the community as appropriate • May provide information on other services 	<ul style="list-style-type: none"> • Stakeholders are communicated with frequently, verbally and in writing, as required. • Positive relationships are created and maintained with all stakeholders and the valued status of participants is evident in all communications • Stakeholders have the communication and information required to meet the participants needs, choices and goals
Service Operations	<ul style="list-style-type: none"> • Update and maintain documentation and records as required to enable superior service delivery i.e. progress notes, communication diary, data collection etc. • Assist in the collection of information and data for NDIA, Person Centred Plans (PCP) and Individual Plans (IP) for all service users. • Records specific to participants well-being are completed such as; Riskman reports for all behaviour related incidents, incident's involving injuries or near misses; and <i>Medication</i> Error Form for any medication related incidents; and, Seizure Record Forms for any seizures are completed as necessary. • Take responsibility for ensuring the site and equipment is clean and maintained in good working order. • Comply with Aspect's current Code of Conduct and perform all work related activities in accordance with Aspect's policy and procedures. 	<ul style="list-style-type: none"> • Participant records are up to date allowing for coordination, development, and implementation, of participants' Person Centred Plans (PCP) and Individual Plans (IPs) • Appropriate service documentation and forms are completed in a timely, accurate and professional manner. • All incidents are reported on Riskman in accordance with the timeframes within the policy. • Proactively maintains and reviews the work environment and follows organisation procedures used to achieve a physically and emotionally safe team environment. • All staff follow Aspect policies and procedures • All staff complete timesheets on time and Aurion requests are managed appropriately.

	<ul style="list-style-type: none"> • Complete tasks as required by the Regional Co-ordinator in a timely manner. • Utilises work emails to receive up to date information and respond accordingly. • Completes timesheets daily and completes Aurion requests in a timely manner in accordance to policies and procedures. Promote the dignity and valued status of people with disabilities through communications, feedback and guidance provided to Support Workers and other stakeholders • Provide reports as directed by the Regional Coordinator or Manager. 	
Teamwork	<ul style="list-style-type: none"> • Model appropriate professional behaviours and encourage the same of other team members. • Be an active participant and lead team meetings when required. • Attend all mandatory training. • Put forward ideas and contribute to planning and reviewing activities, programs and plans for Participants • Act as a 'buddy' to new staff, assisting them to get to know the individual participants and the program procedures. • May be responsible for overseeing others of less experience. • May assist more senior staff with special projects as requested. • Able to effectively represent the team and organisation 	<ul style="list-style-type: none"> • Demonstrates professional behaviour at all times and reports acts of unprofessional behaviour to their supervisor, Regional Coordinator or Manager. • Actively contributes to the successful operations and improvements of the services provided. • Demonstrates knowledge and application of Aspect's team/communication including meeting minutes and emails. • Professionally guides new staff being supportive and modelling best practice. • Takes on additional responsibility within reason and as requested.
Key Worker Responsibility	<ul style="list-style-type: none"> • Support Workers may be requested to undertake key worker responsibilities as directed by Coordinator in consultation with the participant and their Circle of Support 	<ul style="list-style-type: none"> • Take the lead in communicating individual strategies that have been developed within the individual support plan. • Participant's plans are documented and current.

	<ul style="list-style-type: none"> • Take a lead role in assisting the Participant to improve their quality of life. • Assist the participant to have regular Person Centred Planning meetings • Identify changing wants and needs of the Participants. • Support the Participants in the preparations for NDIS reviews; ensuring that their choices and goals are planned for. 	<ul style="list-style-type: none"> • There is evidence that Participants have been involved in the planning process and that their choices, wants and needs have been actioned. • Evidence that a Participant's Circle of Support has been included in the planning process according to the Participants wishes. • Documented evidence of implementation of goals and achievements • Provide regular reports to Regional Coordinator and Circle of Support. • Upon request. support is given to the preparation for; and review of upcoming NDIS plans
Customer Service	<ul style="list-style-type: none"> • Understands and refers/uses available supports and services • Works with stakeholders to build professional relationships. • Uses the 5 point star to provide individual support as agreed and as part of their plan. • Meets reasonable expectations of quality, quantity and timeliness of supports within the agreed supports / plan / budget. • Escalates issues appropriately and makes appropriate referrals to more experienced staff. • Assists customers with all relevant issues/concerns and meets agreed expectations. • Demonstrates confidentiality and diversity awareness. • Drives excellent customer service internally and externally of Aspect services. 	<ul style="list-style-type: none"> • Participants are aware of the range of services that are available to them internally and externally. • Adapts to the individual needs and to what is important to each person supported. • Focuses on delivering the supports important to the customer and agreed as part of their plan. • Meets reasonable expectations of quality, quantity and timeliness of supports within the agreed supports / plan / budget. • Stakeholder relationship is positive. • Support provided in line with the 5 Point Star Framework. • Expectations of participants are met and the goals that are identified within NDIS plans and PCP plans are worked towards with progress recorded. • Feedback is encouraged from participants, families and carers with support provided to

		make a complaint or compliment with regards to their services.
Personal accountability	<ul style="list-style-type: none"> Adheres to Aspects policies and procedures and all relevant government legislation and standards, including workplace health, safety and wellness responsibility. Identifies quality variations against standards and procedures in own work area. Adopts personal accountability in own role. Uses resources efficiently. Maintains organisation's image and reputation in context of own role. Exercises initiative and is self-reliant. Attends appropriate training for role 	<ul style="list-style-type: none"> Complies with disability services standards and organisational policies and procedures relevant to the role. Shows understanding of own role, personal responsibility and ownership of contributions. Efficiently and effectively completes agreed job tasks. Works according to plan / maintains routines Takes on board, accommodates and accepts feedback. Shows understanding of maximising resources and working within the limitations of the agreed plan and budget. Aware of how to present self as a role model on behalf of the organisation and in line with community expectations.
Work, Health & Safety Requirements	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> Take reasonable care for their own health and safety. Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements. Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. Participate in the staff consultation process about Work Health & Safety matters. Understand and adhere to Aspect's Code of Conduct. 	<ul style="list-style-type: none"> Observe at all times Aspect's safety policies and procedures are followed including site specific work practices and management instructions. All hazards, incidents and injuries are reported to management as per Aspect's risk management procedures Health safety and welfare of self and others is ensured as far as reasonable Actively participate in safety consultation as required

PART B: POSITION CRITERIA

Capabilities	Values driven	We are passionate about people, about being positive and about what's possible.
	Teamwork (Co-operation)	As your role with Aspect includes operating as part of a team; you are expected to work as a team member, show appropriate behaviour and respect to all our employees and demonstrate a spirit of co-operation.
	Planning and Organising	Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources. Demonstrable analytical and problem solving skills Effective time management skills within competing requirements
	Well-being	Maintaining a stable performance under pressure and/or opposition (such as time pressure, job ambiguity or challenging situations)
	Communication & Interpersonal Skills	<ul style="list-style-type: none"> • Effective written and spoken communication • Demonstrated experience in using standard computer applications • Demonstrated Conflict resolution
Knowledge & Experience	<ul style="list-style-type: none"> • Knowledge and/or experience in supporting adults and young people with a disability • Demonstrated leadership capability with a basic understanding of human resource management • Computer skills including intermediate Microsoft Word skills • Understanding of Positive Behaviour Support, Person Centred and Active Support principles • Understanding of National Standards for Disability Service and relevant state legislation • Understanding of the National Disability Insurance Scheme • Proficiency in basic computer skills, systems and applications. 	
Qualifications	<ul style="list-style-type: none"> • Certificate III in Disability (or equivalent) or the willingness to complete a Certificate III Certificate IV in Disability • Current First Aid Certificate (optional) 	
Job requirements (essential skills)	<ul style="list-style-type: none"> • Valid driver's licence and willingness to travel as required • National Police Check (NPC) -appropriately cleared • Working With Children Check WWCC (for relevant state) appropriately cleared • Disability Worker Exclusion Scheme (DWES) – appropriately cleared (<i>Victorian staff only</i>) • International Police Check (IPC) • Completion of NDIS Worker Orientation Module • Responding to Abuse and Neglect (RAN) certificate (essential) – SA employees 	
Job requirements	<ul style="list-style-type: none"> • Own vehicle available for business use with a valid driving licence. 	

(desirable skills)	
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PART C: APPROVED BY MANAGER	
Name: National Manager, Aspect Choose & Connect	June 2019