

Position Title	Support Worker
Function	Client Services
Job Code	Level 2
Purpose	Deliver outstanding client outcomes by providing direct high quality care services and support clients' safety, wellbeing, and achievement of goals.
Key Performance Indicators	<ul style="list-style-type: none"> ➤ Clients' human rights are preserved and upheld. ➤ Compliant with all mandatory training and participation in team meetings and other workplace forums as requested. ➤ Safe and high-quality client services are provided in line with the client's care plan (including health, behavioural, manual handling and mealtime management) and NDIS requirements. ➤ Client goals and aspirations are achieved. ➤ Case notes and administration of medication is accurate, recorded and all operational records kept secure and confidential.

Scope of the Position

Reports To	➤ Client Services Manager
Direct Reports	➤ Not applicable
Indirect Reports	➤ Not applicable
Internal Relationships	<ul style="list-style-type: none"> ➤ Workforce Planning and Rostering teams ➤ Client Services leadership, Safeguarding and Specialist Services teams ➤ Corporate teams (Safety, Human Resources, Quality, IT)
External Relationships	<ul style="list-style-type: none"> ➤ Clients and their families / nominees ➤ Service Providers ➤ Education staff ➤ Allied Health Providers ➤ Medical Practitioners and Specialists ➤ Landlords ➤ NDIS representatives

Key Responsibilities

Delivers Outstanding Client Services	<ul style="list-style-type: none"> ➤ Provide direct assistance to enable clients meet activities of daily living. This includes personal care (showering / dressing), continence support, medication administration, home care (laundry / housework / ironing / gardening), shopping, transport, meal preparation, mealtime assistance, in home respite, centre-based respite care, overnight respite (including sleepovers) and accessing community services and activities. ➤ Provide direct support to clients that is person centred and based on client choice, control and active participation in all aspects of their life. ➤ Follow client support plans to meet client needs and goals. ➤ Assess and manage risks effectively to ensure client safety and wellbeing. ➤ Balance duty of care with dignity of risk, empowering clients for greater independence. ➤ Maintain confidentiality. ➤ Develop strong professional relationships with clients, their family, friends and community connections. Resolve or escalate any issues. ➤ Ensure client appointments are attended and documented. ➤ Liaise with the Client Services Manager, support workers, therapists and family / carers to develop programs that build upon existing skills and expectations of the people we support.
Contributes to Team Effectiveness	<ul style="list-style-type: none"> ➤ Undertake delegated tasks mindfully and respectfully. ➤ Develop and maintain inclusive, collaborative and supportive relationships with fellow coworkers and other related services/people. ➤ Support and participate in team learning and development. ➤ Participate in all meetings / training as directed by the Client Services Manager. ➤ Establish and maintain appropriate, professional work relationships. ➤ Address issues or conflict as they arise with a view to positive resolution.
Administration	<ul style="list-style-type: none"> ➤ Ensure client records are up to date and kept secure. ➤ Accurately prepare reports, proposals and complete case notes within area of responsibility. ➤ Read and update house diaries, communication books and client files as required and ensure relevant documentation is available to other service providers. ➤ Complete all administrative tasks required to ensure compliance with Cara's policies and procedures. ➤ Record attendance and complete timesheets. ➤ Daily customer finance reconciliations are completed. ➤ Petty cash and grocery card expenditure are recorded and reconciled where delegated by the Client Services Manager.
General	<ul style="list-style-type: none"> ➤ Participate in special projects to continuously improve processes, tools, systems and organisation. ➤ Take reasonable care to protect his / her own health, safety and welfare at work and avoid affecting the health and safety of any other person at work.

	<ul style="list-style-type: none"> ➤ Ensure that duties are performed in keeping with the principles outlined in Cara's Vision, Values and the Code of Conduct.
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Special Requirements	<ul style="list-style-type: none"> ➤ Current NDIS Worker Screening Check (held before commencing and must be maintained). ➤ Current Working with Children's Check (Employee category) as required. ➤ Able to meet the physical requirements of the role that includes hazardous manual handling. ➤ Mentally challenging work supporting our clients with high or complex medical and behavioural needs. ➤ Work on rostered shifts including on weekends and public holidays.
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PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> ➤ Certificate III in Individual Support (Disability) or equivalent. ➤ Current First Aid and CPR Certificate or has the ability to acquire before commencing.
Experience, Knowledge and Skills	<ul style="list-style-type: none"> ➤ Demonstrated ability to provide high quality personal care and lifestyle support to people with a disability. ➤ Demonstrated compassion and respect for individuals with a disability, colleagues and visitors. ➤ Excellent interpersonal and communication skills to build positive relationships; communicate clearly and distinctly in a manner to be easily understood by disabled clients as well as visitors. ➤ Demonstrated written English language skills at a level required to read, understand and apply practices, policies and procedures. ➤ Demonstrated English language comprehension skills to clarify and confirm instructions in order to complete tasks in the approved manner at the required standard. ➤ Able to deliver an exceptional client (people-centric) experience with a genuine interest in the wellbeing and inclusion of people with disabilities. ➤ Ability to self-organise and exhibit initiative to manage workload. ➤ Highly ethical and confidential. ➤ Impeccable attention to detail and a commitment to producing high-quality work. ➤ Strong problem-solving abilities, able to approach challenges with a proactive and resourceful mindset. ➤ Able to maintain a positive and professional demeanour, able to work effectively both independently and as part of a team. ➤ Able to utilise technology as an enabler to support the delivery of services. ➤ Able to continuously learn, grow and contribute. ➤ Able to work as a team member within the ethos and values of Cara.
Licences	<ul style="list-style-type: none"> ➤ Current Driver's Licence