

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

## Scope of the Position

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

## Key Responsibilities

<p><b>Delivers Outstanding Client Services</b></p>	<ul style="list-style-type: none"> <li>➤ 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.</li> <li>➤ Provide direct support to clients that is person centred and based on client choice, control and active participation in all aspects of their life.</li> <li>➤ Follow client support plans to meet client needs and goals.</li> <li>➤ Assess and manage risks effectively to ensure client safety and wellbeing.</li> <li>➤ Balance duty of care with dignity of risk, empowering clients for greater independence.</li> <li>➤ Maintain confidentiality.</li> <li>➤ Develop strong professional relationships with clients, their family, friends and community connections. Resolve or escalate any issues.</li> <li>➤ Ensure client appointments are attended and documented.</li> <li>➤ 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.</li> </ul>
<p><b>Contributes to Team Effectiveness</b></p>	<ul style="list-style-type: none"> <li>➤ Undertake delegated tasks mindfully and respectfully.</li> <li>➤ Develop and maintain inclusive, collaborative and supportive relationships with fellow coworkers and other related services/people.</li> <li>➤ Support and participate in team learning and development.</li> <li>➤ Participate in all meetings / training as directed by the Client Services Manager.</li> <li>➤ Establish and maintain appropriate, professional work relationships.</li> <li>➤ Address issues or conflict as they arise with a view to positive resolution.</li> </ul>
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>➤ Ensure client records are up to date and kept secure.</li> <li>➤ Accurately prepare reports, proposals and complete case notes within area of responsibility.</li> <li>➤ Read and update house diaries, communication books and client files as required and ensure relevant documentation is available to other service providers.</li> <li>➤ Complete all administrative tasks required to ensure compliance with Cara's policies and procedures.</li> <li>➤ Record attendance and complete timesheets.</li> <li>➤ Daily customer finance reconciliations are completed.</li> <li>➤ Petty cash and grocery card expenditure are recorded and reconciled where delegated by the Client Services Manager.</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>➤ Participate in special projects to continuously improve processes, tools, systems and organisation.</li> <li>➤ 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.</li> </ul>

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

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## PERSON SPECIFICATION

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