

Position Title	Senior Support Worker
Function	Client Services
Job Code	Level 3
Purpose	Deliver outstanding client outcomes by providing direct high quality care services and support clients' safety, wellbeing, 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 support needs and care plans (including health, behavioural, manual handling and mealtime management) and all 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, health support needs, 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 daily opportunity for clients to thrive and live life to the fullest. ➤ 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. ➤ Under professional supervision, contribute to the development, maintenance, and review of client support plans, including health specific or positive behaviour plans for people with complex needs. ➤ Engage with persons with disability and their families to assist in developing client goals and use this alongside an analysis of individual history and circumstances to identify appropriate support and activity (under professional supervision). ➤ 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 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"> ➤ Model best practice and support colleagues and, where applicable, community-based direct support staff to understand policies and practice standards in managing complex clients. ➤ Coach and mentor colleagues on shift. ➤ 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. ➤ Identify improvement opportunities for enhanced outcomes. ➤ 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.

	<ul style="list-style-type: none"> ➤ 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 their own health, safety and welfare at work and avoid affecting the health and safety of any other person at work. ➤ Ensure that duties are performed in keeping with the principles outlined in Cara's Vision, Values, and the Code of Conduct.
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.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> ➤ Certificate IV in Individual Support (Disability) or equivalent. ➤ Current First Aid and CPR Certificate or ability to acquire before commencing.
Experience, Knowledge and Skills	<ul style="list-style-type: none"> ➤ Experience in providing high quality personal care and lifestyle support to people with a disability/community based human services. ➤ Experience in mentoring or coaching others. ➤ Knowledge of the Disability Act 2006, current trends in disability service provisions and service delivery implications. ➤ Demonstrated compassion and respect for individuals with a disability, colleagues, and visitors. ➤ Able to deliver an exceptional client (people-centric) experience with a genuine interest in the wellbeing and inclusion of people with disabilities. ➤ 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 to complete tasks in the approved manner at the required standard. ➤ 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