

# Guide Dogs.

## Position Description

**Position Title:** Support Worker

**Department:** Client Services

**Reports to Position:** Programs Coordinator

**Direct Reports:** Nil

### Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

**C – Committed**

**A – Accountable**

**R - Respectful**

**E – Ethical**

**S – Successful**

### NDIS Risk Assessed Role

*Managers to complete risk assessment – please select:*

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☒ Yes ☐ No

More than incidental contact with clients ☒ Yes ☐ No

### Portable Long Service Leave

This role is entitled to Portable Long Service Leave.

### Position Overview

This role will support person-centered life-skills, recreation, community access and potentially in-home support to Guide Dogs Queensland clients.

The Support Worker will participate in organising and supporting existing multi-disciplinary staff in the delivery of programs, camps and classes and work with a range of people of all abilities and ages.

### Essential Functions and Responsibilities

- Supporting and where appropriate, delivering life-skills programs, recreational activities and community based services to ensure our clients meet their individual goals.
- Administration which includes recording compliance with relevant policies and procedures, and gathering and presenting client feedback.
- Provide support to programs and activities delivered onsite.
- Provide supervision and support for adults, young people and children whilst residing at GDQ residence during programs.
- Provide support and assistance as needed with daily living tasks such as meal preparation, orientation to the environment.
- Work closely with the Client Services and Guide Service teams to ensure that food and laundry supplies, residential first aid kits and workplace safety checklists are maintained as required.
- Providing catering, supervision and overnight care of clients

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- Potentially assist funded clients with activities in and around their home and in the community.
- Contribute to a safe and healthy working environment by adherence to safe work practices.
- Collaboration with wider team to provide feedback around client programs.
- Other duties as directed by management.

## Other Duties and Responsibilities

- Foster pleasant, respectful and productive working relationships with staff.
- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Ensure behaviour is aligned with GDQ's values at all times.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

## Supervisory Responsibilities

Nil

## Knowledge and Skills

### Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- Ability to perform all physical requirements of the position.
- Demonstrated ability to work constructively and collaboratively with others and contribute to a positive team culture.
- Computer literacy.
- Ability to autonomously manage time and resource commitments.
- First Aid Certificate (current).
- Open Drivers Licence

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### Desirable

- Certificate III in Disability or equivalent qualification/experience.
- Medication assistance certificate/training.
- Food Handling certificate
- Familiarity with the needs of individuals with low or no vision, and the ability to provide strategies to support their independence.

### Working Conditions and Environment

- Some out of hours and weekend work will be required as determined by the needs of the Organisation.
- The position will require motor vehicle travel.
- Night and weekend work is a requirement of this position

I acknowledge that I have read and understood the key performance areas described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake other duties that are not listed in this statement. I have received a copy of this Position Description for my records

(Only to be signed by the successful candidate or position holder – not to be signed by applicants for the position).