

POSITION:	Support Worker (SW)
SERVICE STREAM:	Disability, C&FS, CJP
AWARD/AGREEMENT:	Social, Community, Homecare and Disability Services Industry Award 2010 (SCHCADS) Modern Award MA000100
AWARD STREAM:	Social and Community Services
AWARD CLASSIFICATION:	Level 2
REPORTING RELATIONSHIPS:	Reporting directly to the Support Coordinator or Facilitator

The focus and purpose of this role is to provide person centred support to children, young people and/or adults, which enhances their quality of life and creates lifestyle solutions that are flexible and innovative and focused on the individual. The position is required to meet pre-determined performance measures established by management.

DUTIES AND RESPONSIBILITIES:

1. Person

- Understand the needs and experiences of the people we support
- Empower individuals and respect their right to make informed decisions and choices
- Promote dignity, privacy and confidentiality
- Demonstrate a commitment to meeting the needs of the people we support and upholding their rights regardless of personal values and attitudes
- Work effectively with the person's abilities, strengths and needs
- Develop and maintain a safe and professional relationship with all people we support
- Assist, support and develop independence in personal care, health care and hygiene in areas such as dressing, washing, toileting and eating as required
- Provide appropriate role modelling for the people we support
- Practice active listening and develop trust with the people we support and their support networks
- Ensure consistency of approach with the people we support
- Ensure that any medications taken by the people we support are administered according to the Management of Medication Policy and Procedure

2. Place

- Create a homelike environment that reflects the needs, culture, personality and aspiration of the people we support
- Support skill-development programs that encourage participation in leisure, sport, recreational activities, and community integration and involvement
- Support people to maintain regular contact with family, friends and advocates and to develop personal, community and social relationships
- Support people to establish connections and networks that extend beyond the service system (for example, community groups, neighbours, clubs etc.) that is aligned with individual goals
- Ensure all chores are carried out to maintain the service outlet in a clean, tidy and hygienic manner
- Ensure that all documentation and record keeping is completed and processed according to organisational policy and procedure
- Ensure that privacy and confidentiality are maintained at all times and that files are securely locked away when not in use
- Keep files for the people we support up to date with all pages in correct sequence

3. Planning

- Implement individual and group programs that assist people to develop life skills in areas such as budgeting, shopping, meal planning, cooking, using public transport
- Liaise with and work cooperatively with other service providers in a professional manner to enhance outcomes for the people we support
- Work from a framework of person centric thinking, planning and practice
- Assist and support the people to develop skills and access training which will promote community participation, integration and employment opportunities
- Actively participate in the assessment, development, implementation and monitoring of Individual Plans
- Assist people to identify appropriate and achievable goals as well as strategies to achieve these
- Where appropriate ensure that stakeholders have been invited to and have been consulted in the Individual Planning process
- Collect information and provide reports as directed
- Attend Individual Planning meetings as required
- Identify appropriate life skill domains for the people we support and develop programs which will contribute to the development of their life skills
- Ensure outcomes of goals and objectives are recorded, files are kept up to date reflect individual journey's and feedback is provided regularly

4. Cultural Sensitivity and Awareness

- Develop knowledge and understanding of cultural backgrounds and perspectives and utilise this knowledge to inform your practice and support of people
- Embrace the cultural needs and views of the people we support and incorporate into their daily lives
- Value and respect the diversity of cultures in the process of implementing and plans
- Ensure that support is linguistically and culturally appropriate to the needs of the people we support
- Embrace diversity positively and adopt an anti-bias approach
- Understand the current trends, issues and philosophies that underpin the provision of services to people

5. Participate in Support Team

- Attend and actively participate in team meetings and other meetings as required
- Take an active role in your own personal development and participate in training, education and staff development as requested
- Take responsibility for giving and receiving feedback appropriately within the team
- Contribute to and support team decisions
- Buddy with and mentor new staff as directed

6. Service Delivery and Continuous Improvement

- Demonstrate a commitment to Best Practice
- Display an understanding of and commitment to all policies and procedures of the organisation
- Demonstrate an understanding of the relevant service standards and other essential industry standards
- Comply with all relevant position handbooks, guidelines, policies, procedures and standards
- Immediately report all incidents or situations that may negatively impact the health and wellbeing or reputation of people we support or the organisation, following organisational reporting protocols

7. Maintain a proactive health, safety and wellness culture

- Take reasonable care for his or her own health and safety. Not endanger their own or others' safety and health through their actions or failure to act
- Follow all reasonable directions given to them by their coordinator, supervisor or manager
- Immediately report any work related injury, illness or hazard in the workplace
- Ensure they use any equipment in accordance with the training and instruction that they have received
- Conduct themselves and their work in line with all Lifestyle Solutions WHS policies and procedures as notified to them

8. Contribute positively to the work of Lifestyle Solutions (Aust) Ltd

- Uphold the sentiments of Lifestyle Solutions Mission and Vision Statements, using the values to guide your work and decision making
- Promote the work and profile of Lifestyle Solutions in the community
- Contribute to consultations regarding strategy, policy and procedure development and operational aspects of the support we provide
- Attend network meetings, document outcomes and provide feedback to the appropriate staff, managers and people we support
- Build relationships and networks who provide opportunities for people to access and participate more effectively in the community and who are aligned with the work of Lifestyle Solutions
- Provide reports as required by management
- Follow all reasonable directions provided by Lifestyle Solutions

SELECTION CRITERIA – *Support Worker (SW)*

Essential Knowledge and Skills:

1. Relevant experience supporting people and/or children and young people or in a related area/field, that demonstrates a positive commitment to the duties and responsibilities of a Support Worker as outlined above
2. Willingness to work shift-work on a 7 day roster including weekends, sleepover shifts and public holidays as required
3. Demonstrated interpersonal skills with the ability to communicate and relate well to people we support and their families
4. Demonstrated ability to work effectively with others as part of a team and contribute to team goals
5. Display an understanding and commitment to privacy legislation, equal employment opportunity legislation, anti-discrimination legislation, WHS legislation and any other relevant legislation required for the role
6. Knowledge of local community networks, training and employment opportunities
7. Computer literacy, competent administrative and documentation skills
8. Current Drivers Licence
9. Current First Aid Certificate or willingness to obtain one within first four weeks of employment

Desirable Knowledge and Skills:

1. Certificate III/IV in Disabilities, Community Services, Social Sciences, Youth and/or experience in service delivery in the relevant field would be highly regarded.
2. Knowledge of the relevant State Acts and Standards, Work Health and Safety Act and Regulations and Anti-Discrimination Act
3. Experience working with people with alcohol and other drug issues
4. Experience working with people with mental illness

Acknowledgement of Receipt of Position Description:

I, have read and understand the responsibilities of my employment as
a *Support Worker* as outlined in this position description and accept these conditions.

Signed: _____

Date: _____

Return this page with your signed employment contract to:

Lifestyle Solutions Recruitment Team
People and Culture Group
Lifestyle Solutions
PO Box 81
Islington NSW 2296