

POSITION DESCRIPTION

Support Worker

SERVICE STREAM	NDIS Services
LOCATION	Woolloowin
CLASSIFICATION	Level 3 - Mercy Disability Services Enterprise Agreement 2010
REPORTING RELATIONSHIP/S	Team Leader

OUR PURPOSE AND VALUES

Mercy Community supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.

As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.

All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.

Mercy Community provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.

POSITION PURPOSE

This position is responsible for working with people placed within Disability Services Residential programs, providing daily living and development needs and ensuring their physical and emotional wellbeing is maximised to assist them to reach their full potential.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and Values	<ul style="list-style-type: none"> Execute the duties and functions of the role within the mission and values of Mercy Community. Participate in mission formation programs and activities as required. The model of care is consistent with the Mercy Community mission and values, is articulated to staff and other stakeholders and reviewed regularly.
2. Service Delivery	<ul style="list-style-type: none"> In conjunction with the Team Leader, work collaboratively with people we support and their support networks to develop and maintain plans that meet their changing needs. Assist people we support in achieving their goals using best models of practice and service guidelines/frameworks. Build and maintain trusting and meaningful working relationships with people we support, their circle of support and the community. Provide support and opportunities for life and personal skill development through coaching, mentoring, teaching and modelling, including role modelling of expected behaviours including: <ul style="list-style-type: none"> How to manage a personal spending budget Meal planning and preparation Travel planning (e.g. bus timetables, taxis, community services) Participating in the community Maintaining the home environment, including cleaning and reporting any maintenance or resource requirements Assist with personal hygiene, which may include showering, use of hoists, incontinence aids, changing clothing, brushing teeth, checking hearing aids.

Approved By: General Manager NDIS

Approval Date:	Feb 2018	Implementation Date:	Feb 2018	Review Date:	Feb 2020
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KEY PERFORMANCE REQUIREMENTS

	<ul style="list-style-type: none"> Assist with dispensing prescribed medication to people we support and support attendance at medical and other personal appointments. Plan and organise documentation in line with organisational procedures, including case notes, progress notes and incident reports. Prioritise and manage tasks on a daily basis with limited supervision. Contribute to a positive and effective team culture. Maintain confidentiality, including verbal and written communications, to support outcomes and reporting. Communicate effectively, professionally and in a timely manner, both verbally and in writing, with a wide range of stakeholders to promote positive working team relationships.
3. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> Comply with all Mercy Community policy and procedures. Perform duties in accordance with organisational requirements. Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation. Assist with the release of personal, private or confidential information in line with the Mercy Community Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager. Ensure documentation is created, stored and archived in line with Mercy Community, licencing and quality assurance requirements. Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved. Obtain and maintain receipts for purchases made and process these in accordance with Mercy Community policy and procedure. Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment. Participate in the consultation and/or the development, implementation and review of relevant Mercy Community policy, procedures, work instructions and other documentation, as required. Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements. Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
4. Work Health & Safety	<ul style="list-style-type: none"> While at work, you must: <ul style="list-style-type: none"> Take reasonable care for your own health and safety; and Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the business or undertaking) to allow the you to comply with this WHS Act; and Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you. Whilst conducting work activities you must: <ul style="list-style-type: none"> Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and

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	<ul style="list-style-type: none"> Attend safety meetings and inductions or training and participate in the safety program; and Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
5. Other Duties	<ul style="list-style-type: none"> Participate in staff development and team meetings. Engage in reflective practice and participate meaningfully in regular supervision sessions within Mercy Community guidelines. Other duties as directed.

POSITION REQUIREMENTS

Required to have

- Previous experience in the disability services sector or similar.
- A passion for working with people with disabilities.
- Ability to be flexible in work hours, with a willingness to work within a 24/7 rotating roster, including overnight/sleep-over shifts and weekend shifts.
- The ability to build good relationships and earn trust and respect.
- Tact and sensitivity.
- Patience and resilience.
- Initiative, enthusiasm and motivation.
- A flexible approach to work with the ability to adapt to people's changing needs.
- A good understanding of human rights.
- Senior First Aid Certificate or the ability to obtain.
- CPR Certificate or the ability to obtain.
- A commitment to culturally appropriate engagement and practice.
- Demonstrated ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain positive notice in the Working with Children Check (Blue Card) and any other legislatively required personal history screening as required.

Beneficial to have

- Completed or evidence of current enrolment in Certificate IV in Community Services (or higher) or related discipline.
- An understanding of trauma-based behaviour and behaviour support practices.
- An understanding of restrictive practice and the foundational principles of engaging and not engaging in restrictive practices.

KEY SELECTION CRITERIA

1.	Demonstrated ability to support, coach, mentor, teach and model life skills and personal skills.
2.	Demonstrated ability to work independently and within a multi-disciplinary team, including the person's support network and community, to achieve maximum positive outcomes (including appropriate relationships) for people with a disability.
3.	Demonstrated ability to produce clear, accurate and concise written case notes and reports, meeting pre-set timeframes.
4.	An understanding of the issues surrounding intellectual disability and how to facilitate personal development.
5.	Demonstrated ability to advocate for social inclusion and client goal actualisation.
6.	Willing and able to work within a Christian context and Mercy Community's mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

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I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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