

Position description

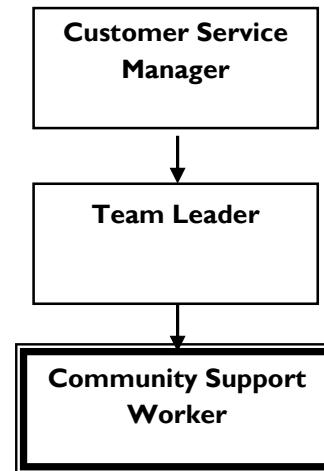
Community Support Worker

Job Title:	Community Support Worker
Work Location:	
Responsible to:	Team Leader
Responsible For:	Providing individual support to people living with a mental illness to enable them to achieve their identified goals and promote independence.
Vision:	A society in which communities work together in collaborative, inclusive ways to create opportunity and improve quality of life
Values:	Respect Integrity Passion
Status:	
Industrial Instrument:	New Horizons Enterprises Workplace Agreement 2002
Classification:	Social and Community Services Employee Level 3 (SACS NSW Grade 3)
Position Purpose:	<p>To support people living with a mental illness to live independently in the community.</p> <p>To assist in the development and / or further enhancement of customers living skills, community engagement, financial and health service access, pro-social activities, employment, education and training.</p>
Key Challenges	<p>Persevering with the support of customers over an extended period.</p> <p>Promoting customers decision making and choice, respecting their personal beliefs and values.</p> <p>Working remotely in an outreach environment.</p>
Key Result Areas	<ul style="list-style-type: none">▪ Customer Support▪ Program support▪ Administration

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ORGANISATION CHART (What are the key reporting relationships for the role?)



WORKING RELATIONSHIPS (What are the key points of communication for the role?)

Internal

- This position reports directly to the Team Leader.
- This position is required to work positively with all New Horizons staff.
- This position may also interact with Senior Managers.

External

- This position also communicates and interacts regularly with other service providers, Government agencies, consultants, health professionals, family members/guardians and community members.

WORK ENVIRONMENT

- The position is required to have the ability to recognise workplace hazards in accordance with WHS policies and WorkCover guidelines and deal with them accordingly to mitigate risk.
- The position requires daily travel within the local and regional community.
- Overnight travel is sometimes required in order to deliver the role responsibilities of this position.
- The role holder is required to visit customers in their homes, workplaces or within the community, as such the role holder is required to wear closed in shoes.
- The role holder is required to work independently with customers within the community.

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- As this role provides individualized support to customers, tasks vary in nature and often include manual and repetitive work such as cleaning and other housework. As such the role holder is required to be physically fit and have the capacity to lift 10 kgs unassisted.

ORGANISATIONAL CULTURE REQUIREMENTS

Core Area of Responsibility	Alignment with Organisational Culture
Key Tasks	
<ul style="list-style-type: none">• Actively support New Horizons Vision and Purpose;• Positively and constructively represent New Horizons to external contacts at all opportunities;• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behavior at all times;• Operate in line with New Horizons policies, procedures and practices;• Ensure behaviour is in alignment with New Horizons values and staff code of conduct;• Help ensure the health, safety and welfare of self and others working in the business;• Follow reasonable directions given by New Horizons.	

JOB REQUIREMENTS (What are the key activities for the role?)

Key Responsibility Area 1	Customer Support
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none">• Act as the Key Worker for all allocated customers.	<ul style="list-style-type: none">• Work with customers to create recovery plans including referral to supplementary services as needed;• Regularly meet with allocated customers to develop supportive, professional relationships, in one-on-one or group setting;• Relationships are built based on trust and respect, and show strong active listening, providing validation rather than problem-solving, honesty, direct and respectful communication;• Participate in case reviews for allocated customers to ensure individual support plans assist customers to achieve their goals;

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<ul style="list-style-type: none">• Develop, implement and review established individualised support plans for each customer addressing their specified needs and goals.• Maintain staff and customer confidentiality at all times.• Facilitate group activities for customers, where necessary and appropriate, such as living skills, budgeting, book club, walking group, family/carer support group etc.	<ul style="list-style-type: none">• All customers have an individual plan developed in a style appropriate to their needs;• Actions and support address individuals specific needs including, but not limited to, living skills, welfare needs, interpersonal skills, health, education, training, employment options, pro-social activities, recreational needs and family relationships;• Support is culturally sensitive and in keeping with our organisational values;• Support is provided effectively regardless of ethnicity, race, gender, health status, social and economic class or sexual orientation;• Information, support and advocacy is provided to all customers to link in with other services where appropriate;• Customer records are kept up to date on a daily basis and in accordance with New Horizons policies and procedures;• New Horizons policies and procedures re: customers confidentiality are followed at all times;• There are no reported or observed breaches of these policies.• Group activities are conducted for customers as appropriate.• Support is provided to the team to develop and implement agreed group activities.
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Key Responsibility Area 2	Program Support
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none"> • Undertake special projects as allocated. • Develop strong working relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in program outcomes. • Participate in and implement all continuous quality improvement actions within the service to ensure compliance with funders' requirements, Disability Service Standards and Mental Health Service Standards. 	<ul style="list-style-type: none"> • Allocated tasks and projects are completed within identified time frames; • Key stakeholders are kept up to date on the progress of tasks and project; • Communication is professional at all times. • Relationships support active participation in interagency activities; • New Horizons is seen as an industry leader by key external stakeholders; • Allocated tasks and actions are completed within identified time frames; • Actions align with service standards and funders requirements.

Key Responsibility Area 3	Administration
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none"> • Document clear and concise records and submit reports where required. • Manage and administer a number of tasks in a coordinated, efficient and timely manner. 	<ul style="list-style-type: none"> • Customer files, including case notes, are maintained to the required standard; • All customer information is accurate and up to date on a daily basis; • All information is recorded within designated timeframes; • Timesheets are completed accurately on a daily basis;

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| | <ul style="list-style-type: none">• Daily tasks are completed in accordance with policies, procedures and identified timeframes. |
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RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

Mandatory Requirements

- This role is required to work with vulnerable people in the community, as such the role holder must provide an Australian Federal Police Check and Working with Children Check whose results are acceptable to New Horizons prior to commencing any unsupervised shifts.

Experience and Skills

- Demonstrated experience in working with people with a mental illness
- Sound knowledge of and experience in coordinating with local services
- Capacity to relate to people from differing cultural backgrounds
- Demonstrated ability to work independently and as part of a team
- Well-developed understand of work health and safety practices
- Proven ability to communicate appropriately and effectively.
- Computer literacy

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Qualifications

- Relevant experience in the human services industry, preferred
- Tertiary qualifications, such as Certificate IV in Mental Health
- Current driver's license

ACKNOWLEDGEMENT

I have read, understood and accept the responsibilities of my role as outlined in this position description.

Name:	
Signature:	
Date:	