



**TOGETHER...  
LET'S MAKE  
AN IMPACT!**

## **POSITION DESCRIPTION**

**Support Worker**



OUR PROMISE IS TO MAKE A DIFFERENCE, BY PUTTING  
WELLBEING AT THE **HEART** OF EVERYTHING WE DO.





## Support Worker

**Team:** Customer Service

**Award Classification:** SCHADS Level 2  
(SACS Level 2)

**Reports to:** Team Leader

**New Horizons Level:** Level 2

### WHAT IT'S ALL ABOUT

Our purpose is to **enhance wellbeing**. Through the right advice and services we help customers discover their potential. By putting wellbeing at the heart of everything we do, we move towards our vision of **happy, inclusive communities creating opportunities**.

### WHAT YOU DO, WHY YOU DO IT

Customer Service exists to deliver exceptional experiences for every customer, every day, and ensure wellbeing is at the heart of everything we do. Your role exists to provide exceptional person centred support to our customers, and enable them to achieve their identified goals and improve their wellbeing.

You will assist in developing and implementing a person centred customer plan, and will support customers to develop and enhance their wellbeing, in areas such as living skills, community engagement, financial and health service access, pro-social activities, personal care, employment, education and training.

You will strive to provide a positive experience to the customer, to ensure that New Horizons is the number one choice in your local hub for people who need support to enhance their wellbeing.

### WHO YOU WORK WITH

Internally, you will report to the Team Leader, and work closely with your local team and the wider Customer Service team.

You will collaborate and communicate with other employees and teams within New Horizons, such as Payroll, Accounts and Finance, WHS, People and Culture, Service Excellence, Assets and Facilities etc

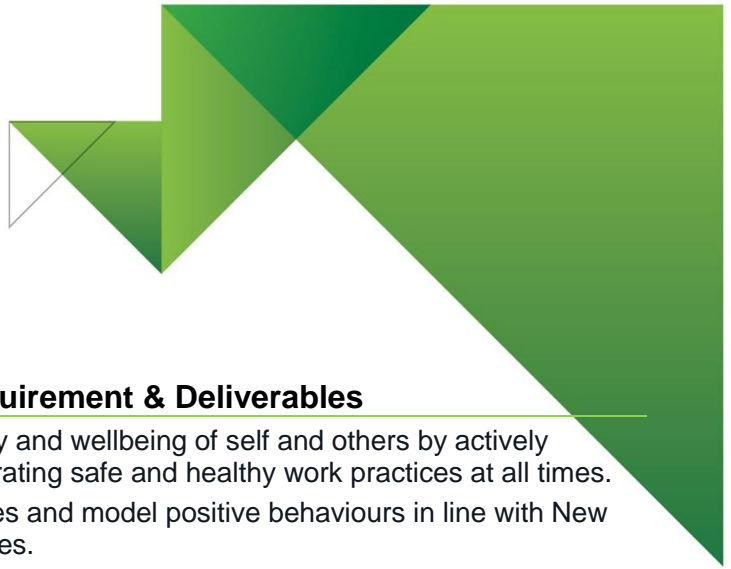
Externally, you will liaise with customers, guardians, parents, carers, government authorities, and other service providers or community stakeholders.

### KEY BEHAVIOURAL EXPECTATIONS

You're not just here because you've got the skills and experience to do your job. Your positive, authentic, inclusive personality is a big part of the reason you're here, and you're expected to bring it to work with you every day.

At New Horizons, everything we do begins with our Values of **Passion, Integrity and Respect**. Because our values are so important, we measure performance not just through what our people achieve, but how they achieve it.

To guide you along the way we have a Code of Ethical Conduct and Policies and Procedures, which we're all expected to follow.



## KEY PERFORMANCE EXPECTATIONS

KPE	Key Requirement & Deliverables
Leadership & Teamwork	<ul style="list-style-type: none"><li>• Ensure the health, safety and wellbeing of self and others by actively promoting and demonstrating safe and healthy work practices at all times.</li><li>• Support change initiatives and model positive behaviours in line with New Horizons (NH) core values.</li><li>• Actively participate in all meetings as required including but not limited to team meetings, 1:1's and hub meetings.</li><li>• Demonstrate active listening skills and share information appropriately and respectfully.</li><li>• Demonstrate a collaborative &amp; supportive approach to your work and team</li><li>• Ability to organise own work and manage time.</li></ul>
Financial Performance	<ul style="list-style-type: none"><li>• Utilise and protect resources and facilities appropriately and in line with policy and procedure</li><li>• Undertake customer support efficiently and in line with customer plans and funding.</li><li>• Record customer information accurately and within required timeframes to ensure the timely claiming of customer funds.</li></ul>
Service Excellence	<ul style="list-style-type: none"><li>• Provide a person centred approach to support achievement of customer aspirations</li><li>• Contribute information for the development of Customer support plans</li><li>• Understand and implement support in line with the plan</li><li>• Provide support to customers with personal care, living skills, transport, social activities, medication and other support as required</li><li>• Actively support customer choice and decision making in the support and services they use.</li><li>• Assist customers to address their needs and expectations.</li><li>• Maintain employee and customer confidentiality at all times.</li><li>• Participate in case reviews to ensure customer support plans align with customers goals</li><li>• Provide support in a culturally sensitive way, and in keeping with organisational values;</li><li>• Customer records are kept up to date on a daily basis and in accordance with NH policies and procedures;</li><li>• Develop and maintain professional relationships and networks with customers and key stakeholders.</li><li>• With support &amp; guidance from the Team Leader, seeks out innovative ways to enhance the customer journey</li></ul>
Knowledge & Application	<ul style="list-style-type: none"><li>• Broadly understand NDIS and other relevant services guidelines, framework, legislation and standards, and is able to apply this to their work</li><li>• Understand and apply NH values and domains of wellbeing</li><li>• Broadly understand NH strategic direction and service offerings</li><li>• Understand and adhere to organisations policies and procedures</li><li>• Working knowledge of supporting a person with a disability or mental health need, and the services provided through qualifications and/or and experience</li><li>• Undertake professional development as required</li><li>• Utilise NH systems, resources and assets including IT and AFM systems &amp; processes effectively &amp; efficiently</li></ul>



Continuous Improvement	<ul style="list-style-type: none"><li>• Assist with continuous quality improvement processes within the service, and implement all required actions as directed, to ensure compliance with funders' requirements, Disability Service Standards and Mental Health Service Standards</li><li>• Appreciate and understand the need for resourcefulness, creativity and adaptability within role boundaries.</li><li>• Is open to new approaches and seeks opportunities to work better.</li><li>• Provide feedback to Team Leader regarding gaps or improvements in the work area, and implement changes as agreed</li><li>• Is able to recognise risk within the limits of the role.</li><li>• Assist with special projects appropriate to the scope of the role and as allocated.</li><li>• Demonstrate a resourceful and creative approach to enhance customer experience</li><li>• Participate in quality checks to ensure quality of service is maintained.</li></ul>
Reporting, Documentation & Administration	<ul style="list-style-type: none"><li>• Manage and administer tasks efficiently, ensuring all deadlines are met.</li><li>• Complete and maintain appropriate documentation to required standards.</li><li>• Ensure accuracy of customer information and update in line with required timeframes.</li><li>• Daily tasks are completed in accordance with policies, procedures and standards.</li><li>• Utilise payroll system to accurately record shifts and request leave etc.</li></ul>
Risk & Compliance	<ul style="list-style-type: none"><li>• Ensure documentation and reporting is maintained and complies with organisational and funding requirements</li><li>• Comply with internal policies and procedural guidelines</li><li>• Proactively identify, report risks and take appropriate action including escalating where required.</li><li>• Understand and adhere to customer risk assessments and ensure incidences are managed in line with risk and incident management procedures.</li></ul>

## ACCOUNTABILITY & DELEGATION

- Is responsible for managing and planning their own work.
- Is responsible for the successful delivery of customer supports in line with clearly defined and established routines, methods, standards and procedures, with limited scope to exercise initiative in applying work practices and procedures.
- Works under general direction and supervision, and understands procedures, methods and guidelines which are relevant to their work area. Assistance from the Team Leader and CSM where appropriate is readily available as required, and support is available when problems occur
- Is expected to use limited judgment to make decisions and solve problems of limited difficulty, using procedures, precedents and guidelines



## KEY COMPETENCIES & EXPERIENCE

- General competency in working with people with a Disability and/or mental health and understanding of relevant disability service standards, Mental Health Act, and other legislative and sector requirements
- Capability to relate to people from differing cultural backgrounds
- Ability to work independently and as part of a team, with commitment to ongoing professional development
- Ability to navigate & adapt to change
- Strong communication and listening skills
- Demonstrated technical and computer literacy in Microsoft office and reporting systems
- Experience working in a complex organisation

## ESSENTIAL ROLE REQUIREMENTS

- Appropriate certificate level qualification in Mental Health or Disability, OR equivalent relevant experience in the human services industry; OR a deep understanding from combined lived experience and professional development and a proven ability to use this to positively support others on their recovery journey
- Where this position requires Aboriginal specific support to be provided, or is declared an Aboriginal role, the role holder must identify as Aboriginal. In this instance, this role will also be referred to as Aboriginal Community Support Worker for all operational and community purposes.
- National Criminal History Check (Police Check) and Working with Children Check
- Valid NSW Drivers C class licence, with ability to drive vehicles in licence class, including large cars and vans.
- Must be fit to undertake the physical requirements of customer support, including the capacity to lift 10 kilograms unassisted

## Acknowledgement

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

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Employee Signature

Date

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Managers Signature

Date