



newhorizons[®]
wellbeing. done well.

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

POSITION DESCRIPTION

Community Support Worker



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





Community Support Worker

Team: Customer Service

Award Classification: SCHADS Level 3
(SACS Level 3)

Reports to: Team Leader

New Horizons Level: Level 3

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 collaborate with the customer to develop and implement a person centred customer plan, and guide and support customers to develop and enhance their wellbeing and independence, 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. You will work collaboratively with the wider Customer Service team and your local team, including supporting employees at a lower level where required.

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"> • Ensure the health, safety and wellbeing of self and others by actively promoting and demonstrating safe and healthy work practices at all times. • Support change initiatives and model positive behaviours in line with New Horizons (NH) core values. • Actively participate in all meetings as required including but not limited to team meetings, 1:1's and hub meetings. • Demonstrate active listening skills and share information appropriately and respectfully. • Works collaboratively, and support the team where required • Adopt a professional approach to own accountability.
Financial Performance	<ul style="list-style-type: none"> • Utilise and protect resources and facilities appropriately and in line with policy and procedure. • Undertake customer support efficiently and in line with customer plans and funding • Record customer information accurately and within required timeframes to ensure the timely claiming of customer funds.
Service Excellence	<ul style="list-style-type: none"> • Develop, implement and review person centred individualised support plans for customers, which incorporate their identified wellbeing needs and aspirations. • Seeks out innovative ways to enhance customer experience • Provide support to customers to improve their independence by assisting with living skills, transport, social activities, medication and personal care (if required), as well as other support as required. • Collaborate with customers to explore both their practical & complex needs, and support customers during complex problem resolution • Maintain employee and customer confidentiality at all times. • Develop and maintain professional relationships and networks with customers and stakeholders. • Provide support in a culturally sensitive way, and in keeping with our organisational values. • Ensure customer records are kept up to date on a daily basis and in accordance with NH policies, procedures and funding guidelines. • Group activities are conducted for customers as appropriate, and support is provided to wider team to implement and maintain agreed group activities • Liaise with Lifestyle Planner and Specialist & Advisory teams where appropriate, • Develop and maintain professional relationships with customers and key stakeholders at all times
Knowledge & Application	<ul style="list-style-type: none"> • Understand and apply NDIS and other relevant services guidelines, framework, legislation and standards • Understand and apply NH values and domains of wellbeing • Broadly understand NH strategic direction and service offerings • Understand and adhere to organisations policies and procedures • Sound knowledge of discipline gained through qualifications & experience



	<ul style="list-style-type: none"> • Undertake professional development as required • Utilise NH systems, resources and assets including IT and AFM systems & processes effectively & efficiently
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • 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 • Undertake tasks using a resourceful and creative approach. • Identify gaps, suggest changes to improve quality in own work and implement changes as agreed • Ability to address and mitigate risk in own work. • Assist with review and/or development, implementation and improvement of role specific work practices and procedures. • Undertake special projects appropriate to the scope of the role and as allocated. • Demonstrate a resourceful and creative approach to enhance customer experience • Participate in quality checks to ensure quality of service is maintained.
<p>Reporting, Documentation & Administration</p>	<ul style="list-style-type: none"> • Manage and administer tasks efficiently, ensuring all deadlines are met. • Complete and maintain appropriate documentation to required standards. • Ensure accuracy of customer information and update in line with required timeframes. • Daily tasks are completed in accordance with policies, procedures and standards. • Utilise payroll system to accurately record shifts and request leave etc.
<p>Risk & Compliance</p>	<ul style="list-style-type: none"> • Ensure documentation and reporting is maintained and complies with NH and funding requirements • Comply with internal policies and procedural guidelines • Proactively identify, report risks and take appropriate action including escalating where required. • Ensure customer risk assessments are completed, understood and adhered to, and incidences are managed in line with risk and incident management procedures.

ACCOUNTABILITY & DELEGATION

- Is responsible for the successful delivery of customer supports, exercising initiative in the application of established work procedures and establishing goals/objectives and outcomes for their own work area.
- Works under general direction and supervision, and is able to apply and interpret procedures, methods and guidelines which are well established. Assistance from the Team Leader is available as required.
- Is responsible for managing and planning their own work.
- May assist senior employees with the implementation of projects and key tasks
- May be required to support and guide team members as required.



KEY COMPETENCIES & EXPERIENCE

- Strong competency in working with people with a Disability and/or mental illness 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
- Must be able 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 & computer literacy in Microsoft office and reporting systems
- Experience working in a complex organisation

ESSENTIAL ROLE REQUIREMENTS

- Tertiary or 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

Employee Signature

Date

Managers Signature

Date