

# Support Worker, Production

## Position Description

<b>Directorate</b>	Vinnies Services
<b>Reports to:</b>	Coordinator, Production
<b>Direct reports:</b>	Nil
<b>Location:</b>	Australian Disability Enterprise (insert Location, Stanmore, West Ryde and Coonamble)
<b>Primary position objective:</b>	Support, guide and supervise employees with disabilities through their daily work tasks. Provide on the job coaching and mentoring, to build their capability to meet their employment goals.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Disability and Inclusion:** this team is responsible for state-wide management of excellent disability and inclusion services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical Governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service Innovation and Business Development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Support Worker, Production will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Implement supported employee's individual development plans in the workplace, providing individualised on the job training, support and coaching to them in achieving their employment goals.
- Collaborate with colleagues to optimise production workflows and maximise the participation and engagement of supported employees.
- Ensure and document regular progress updates against employment goals and development plans for Supported Employees.
- Maintain data collection to demonstrate increase or changes in Supported Employee capabilities and to capture productivity.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, NDIS Worker Screening and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management protocols and procedures to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Supported Employees report that they feel empowered to develop new employment related skills in the workplace.
- Progress against development plans, employment goals and productivity are recorded and up to date.
- Workplace practices are safe and efficient with high level collaborations evident across all work teams.

## Key working relationships

In addition to the Coordinator Production, and their direct reports, the Support Worker, Production will foster close working relationships with:

- Supported Employees (Vinnies Services);
- Coordinator, Training and Development (Vinnies Services);
- Volunteers and Members;
- Families, Carers and informal supports;
- Support Coordinators (Vinnies Services)

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Minimum certificate III in Disability Services Sector or equivalent or working towards obtaining alongside experience in the disability services sector, packaging or related field.
- Excellent verbal and written communication skills
- Ability to use sound judgement and respond appropriately in complex work environments
- Demonstrated ability to use client database and Microsoft Office packages (Word, Excel and Outlook etc.)
- Demonstrated ability to work with, and be sensitive to, the needs of supported employees.
- Demonstrated experience in developing and maintaining quality control procedures and ability to adapt these skills to existing Vinnies Services policies and procedures.
- Effective communication skills, with the ability to communicate with internal and external stakeholders from a range of backgrounds, needs and experiences, as well as the ability to work independently and as part of a team.
- NDIS New Worker Screening and the Certificate of completion for The NDIS Worker Orientation Module – Quality, Safety & You or willingness to obtain Certificate of completion.

### Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Knowledge of the Disabilities Services Act 1986 and the National Standards for Disability Services.
- First Aid Certificate.