

Support Worker, Production

Position Description

Directorate	Vinnies Services
Reports to:	Team Leader, Supports in Employment.
Direct reports:	Nil
Location:	Australian Disability Enterprise (insert Location, Stanmore, West Ryde and Coonamble)
Primary position objective:	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.
- Support effective risk management protocols and procedures are in place 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 Team Leader, Supports in Employment, and their direct reports, the Support Worker, Production will foster close working relationships with:

- Supported Employees (Vinnies Services);
- Training and Development Coordinator ;
- 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 IV in Human Services Sector or equivalent or a willingness to obtain 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.