

Job Description – Support Worker

ORGANISTATIONAL ENIRONMENT

Unity Care Services Australia Pty Ltd (UCSA) is a private organisation that provides services to Aged Care, Home Care and people living with multiple disabilities including deaf, blindness, and youth and families who are experiencing disadvantage. This role is accountable for the delivery and continuous improvement of high-quality person-centred service to participants, within budget, aligned to UCSA’s Mission, Vision and Values. We reach out to people, helping them achieve a quality of life that anyone in the community might expect and a feeling of worth, belonging and self-fulfilment. We are a organisation that aims to facilitate an improvement in social development and human services. We work from a social justice perspective that includes the principles of access, participation and the right to equality and equity for all.

Our Vision	To assist facility staffing requirements and be inclusive in communities which respect, value and empower all people with a disability
Our Mission	To provide roster stability to facilities and help people in the community to achieve a quality of life where they have a feeling of worth, belonging and self-fulfilment
Our Values	Respect, Inclusion, Empowerment, Commitment, Achievement

Schedule 1: Position Description – Support Worker

Position Details

Position Title:	Support Worker
Employment Type:	Casual
Work location:	Various
Industrial Instrument:	SCHADS
Classification level:	As per Instrument
Position reports to:	Team Leader/Service Coordinator
Date Approved:	1 st December 2022

Position Purpose

The Disability and Community Support Worker is an integral role in the success of our services and achievement of our vision, mission, and organisational objectives. They work with people with a disability in achieving individual goals, dreams and aspirations and enhancing the individual's participation and inclusion in the community. This occurs through a variety of planned, person-centred activities and the development and enhancement of independent living and social skills. They may also be involved in advocating on behalf of the people we support and providing other assistance where required.

- A person employed as a Disability and Community Support Worker, works under general supervision within clearly defined guidelines and undertakes a range of activities and duties requiring the application of acquired skills and knowledge. General features of this position consist of performing functions which are defined by established routines, methods, standards and procedures, with scope to exercise initiative in the application of new work practices and procedures following consultation with other members of the team. Assistance and supervision is readily available. Employees may be responsible for a range of functions and may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.
- Employees will be expected to gain a thorough understanding of all work processes and procedures relevant to their work area and are responsible for managing time, planning, and organising their own work and may be required to oversee and/or guide the work of a limited number of other employees or volunteers. Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.
- The position is responsible for assisting people we support in achieving planned, personal outcomes, which are clearly defined, measurable and regularly reviewed within the context of the individuals' requirements. This includes but is not limited to the implementation of skill development, social and recreational activities, under limited supervision or provision of a wide range of personal care services to the people we support. These services may involve components of person-centred active support plans, health care plans, mental health care plans and positive behaviour support plans.
- Perform tasks of a sensitive nature including the collection and provision of personal information required for the objective of this position the receiving and accounting for moneys and assistance to the people we support. Assist with general administrative functions requiring the exercise of sound judgement, initiative, confidentiality and sensitivity in the performance of work.

Staff in this position are responsible for initiating and maintaining a professional standard of communication with a broad range of individuals to ensure participant needs are met. These could include, but are not limited to, other Unity Care Services Australia staff, DHS, other services providers, family members, advocates, medical and allied health professionals, the wider community, and significant others

Key responsibility areas	Capability requirements	Key performance measures
Duty of Care	<ul style="list-style-type: none"> • Demonstrate commitment to high quality service for people with disabilities. • Support the rights, interests and needs of people with disabilities. 	<ul style="list-style-type: none"> • Number of personal outcome measures achieved for the people we support. • Number of incident reports relating to breaches of duty of care.
Leadership and development	<ul style="list-style-type: none"> • As key worker, assume leadership in the provision of high-quality support to the people we support. • Manage effective interpersonal work relationships. • Support and participate in team learning and development. • Carry out and provide feedback on monthly staff supervisions. • Establish and maintain appropriate, professional work relationships. • Address issues or conflicts as they arise with a view to positive resolution. • Ensure a Show initiative and highlight opportunities for change and improvement in service practice. • understanding of all relevant policies and procedures and ensure compliance. • Liaise with and participate in the identification and implementation of staff training requirements. • Participate in all meetings / training as directed by the Team Leader 	<ul style="list-style-type: none"> • Regular positive feedback received regarding role of key workers. • Positive feedback received regarding effective interpersonal work relationships and team contributions. • Areas for improvement identified and addressed via planned and considered professional and personal development activities with staff trained in all relevant areas of operation. • Training attended in mandatory requirements and non-mandatory training regularly reviewed and facilitated where necessary. • Timely attendance and participation in various workplace forums and events.
Other duties	<ul style="list-style-type: none"> • Undertakes other duties commensurate with the position as reasonably directed. • This role should not be seen as limited to duties listed above. From time-to-time additional functions may be required at the Employer's request. • All duties to be undertaken with enthusiasm and good humour • Problems or potential problems are identified and timely adequate corrective action is taken • Personal work practices promote teamwork and unify and encourage 	

Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Person-centres Plans (PCP)	<ul style="list-style-type: none"> • Liaise with Team Leader and Program Leader, support workers, therapists and family / carers to develop programs that build upon existing skills and expectations of the people we support. • Maintain confidential operational records including plans for the people we support and personal profiles. • Source appropriate and specific aids and equipment to support each person with regards to any mobility and / or communication requirements. • Assist in the development and implementation of opportunities for people we support based on their goals, aspirations, interests and wishes. • Assist the people we support to maintain and / or create relationships with their family and friends and to be involved in valued roles in the community. • Provide people with support to meet their specific and general health requirements. • Support people with disabilities to gain skills to be able to self-advocate and ensure privacy and personal choices are respected at all times. • Recognise, respect, and respond to the rights, interests and requests of people we support and their formal and informal networks. • Respect and actively support indigenous and cultural diversity. • Ensure a person-centred active support approach to all areas of daily living of the people we support 	<ul style="list-style-type: none"> • Effective and efficient communication with families and other stakeholders facilitated. • Guidelines for the development of positive behaviour support plans, functional behavioural assessments and strategies adhered to. • Assist the Team Leader and Support Coordinator with timely reporting. • Policies, procedures and legislative requirements followed to agreed standards.

	<p>including their active engagement in the planning of all activities.</p> <ul style="list-style-type: none"> • Ensure a professional level of behaviour as per the UCSA Code of Conduct. • Provide support within the Positive Behaviour Support framework when people we support display behaviours of concern 	
<p>Reporting, documentation and administration</p>	<ul style="list-style-type: none"> • Ensure all administrative tasks are completed accurately and on time. • Day-to-day process of collection, use, storage, and dissemination of information. • Maintain documentation in accordance with relevant legislation requirements and UCSA Policies & Procedures, including, but not limited to, case notes, medication records, behaviour charts, medical and personal profiles and reports pertaining to progress of people we support, as well as organisational information required. • When assisting people we support, ensure care is carried out in a respectful and dignified manner. • Ensure medication distribution and administration is carried out according to organisational processes and procedures 	<ul style="list-style-type: none"> • All administrative tasks completed in a timely and thorough fashion. • Meet all policy, process, and mandatory requirements. • As per agreed standards and internal / external audits. • Documentation maintained in line with agreed standards.
<p>Risk & Workplace Health & Safety</p>	<p>Workers must:</p> <ul style="list-style-type: none"> • Take reasonable care of their own health & safety. • Take reasonable care for the health & safety of others who may be affected by their acts or omissions. • Cooperate with anything the employer does to comply with WHS requirements. • Must not intentionally or recklessly interfere with or misuse anything provided at the workplace for WHS Performance Indicators. • Demonstrates an understanding of and commitment to Workplace 	<ul style="list-style-type: none"> • Demonstrate behaviours which reflect your commitment to UCSA. • Understands and adheres for own work locations. • Identifies and responds to them appropriately and in accordance with organisation policy and procedure. • Reports all incidents and near misses within defined timelines and following correct processes. • Records all emergencies, hazards, incidents and near misses.

	<p>Health and Safety policy and procedures.</p> <ul style="list-style-type: none"> • Understands and adheres to emergency procedures for own work location. • Identifies potential risks and hazards in the working environment and responds to them appropriately and in accordance with organisation policy and procedure. • Reports all emergencies, hazards, incidents and near misses within defined timelines and following correct processes. • Records all emergencies, hazards, incidents and near misses using the 'Careflo' reporting system. 	
Quality & Continuous Improvement	<ul style="list-style-type: none"> • Compliance with organisational policies, procedures, and relevant work instructions. • Quality and continuous improvement activities • Continuous improvement. • Improvement within own work practices. • Strategic goals and objectives 	<ul style="list-style-type: none"> • Demonstrates support for and In day to day practice. • Participates fully in initiatives across the organisation.as required. • Promotes the culture as an integral part of core practice and supports and participates in relevant internal and external certification and auditing programmes. • Seeks opportunities and makes appropriate suggestions for organisational improvements. • Use the organisation to focus and prioritise improvement activity.
Incident reporting obligation	<ul style="list-style-type: none"> • All Workers must report any incident, Injury and/or hazard to the line manager of their work area as soon as reasonably practicable. • In the event of a hazard the Worker shall take steps reasonably practicable to ensure the hazard does not become a further risk to others. • Once the hazard is controlled it must then be reported through UCSA's Incident management system "Careflo" 	<ul style="list-style-type: none"> • An incident report shall be complete and submitted as soon as reasonably practicable.
Diversity & Equity	<ul style="list-style-type: none"> • Diversity & equity across all areas of service delivery. • Inappropriate behaviour. 	<ul style="list-style-type: none"> • Promotes Diversity & equity ensuring legislative and organisation requirements are understood and adhered to.

		<ul style="list-style-type: none"> Challenges inappropriate behaviour ensuring action is taken.
Continuous Professional Development	<ul style="list-style-type: none"> Mandatory training. Professional development. Planned development activities. Supervision and performance. 	<ul style="list-style-type: none"> Completes within defined timescales. Identifies appropriate opportunities. Attends and participates as required. Actively participates in development and review processes
Organisation Citizenship	<ul style="list-style-type: none"> Positive working relationships. Shared goals and targets. Represents UCSA. Codes of conduct and dress 	<ul style="list-style-type: none"> Develops and maintains with colleagues and clients. Works collaboratively in a positive and professional manner. Adheres to organisation Policy and Procedures.

Key Selection Criteria	<p>Knowledge:</p> <ul style="list-style-type: none"> Knowledge of various issues facing people with disabilities, dual and multiple. A good knowledge and experience in Microsoft Office Suite and Careflo or ability to learn database entries. Relevant experience and qualifications in providing personal support to people with disabilities, such as person-centred active support, individual skills development, behaviour support and personal care. Experience of person-centred active support and person-centred planning principles. The ability to work effectively as part of a team, good communication, interpersonal and organisational skills, plus a genuine and passionate commitment to the rights of people with a disability to enjoy fulfilled lives and valued roles within the community. A current Medication Administration Certificate - Training will be provided if required. <p>Skills:</p> <ul style="list-style-type: none"> Good organisational and time management skills Good understanding of ethics Commitments to the rights of people with disabilities To be able to work as a team <p>Qualifications & Training:</p> <ul style="list-style-type: none"> Current First Aid certificate Hold a valid Australian driver's licence in State or Territory of employment A current Police Check and other checks as per State/Territory requirements NDIS worker check
Organisational Relationships	<p>Reports to: Team Leader/Service Coordinator</p> <p>Supervises: No responsibilities for other staff</p>

	<p>Direct Reports: nil.</p> <p>Internal Relationships: All UCSA staff.</p> <p>External Relationships: Families, other community agencies and services.</p>
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Agreement

I have read, understood, and agreed to comply with this Position Description.

Name:	Position:
Signature:	Date: