

POSITION DESCRIPTION

Support Worker

Division:	Disability Services
Department:	Group Homes/ Individualised Support/ Respite/ Drop In Support/ Group Programs
Job Profile:	DSD LEVEL 1 - 3
Banding or Award:	Social Community Home Care and Disability Services Industry Award 2010/
Reports To:	Practice Manager Senior Support Leader

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people’s right to both choice and self-determination. We have a passion to make an impact on people’s lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION
We **embrace, encourage** and support **diversity** in everything we do



LEADERSHIP
We are a sector and service leader by **innovating, improving,** and **partnering** with others



COURAGE
We **act** on our **values** ensuring they are central to everything we do



RESPECT
We treat our participants, their families, communities, partners and each other with **dignity, appreciation,** and **recognition**



TRUST
We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

To apply a range of skills, knowledge and experience to provide person centred and professional support to the participants of Ability Options, whether in accommodation or community settings.

To support participant daily living and life experience, and promote independence, skill development and inclusion in the community.

To work collaboratively within the wider team in order to provide service to participants in a financially sustainable approach, in line with the values of the organisation.

To work a variety of shifts (days/ evenings/ weekends/ sleepovers) over a variety of locations.

Key Accountabilities

Application of Organisation/ Sector Knowledge:

- Apply a sound working knowledge of the disability sector, together with a person-centred knowledge to contribute to the provision of quality services for people with disability.
- Encourage and support participants to reach their goals as outlined in their NDIS plan.
- Model best practice person-centred approaches and inclusion for participants in the community and encourage them to have true choice in all areas of their lives.
- Commit to continuous learning in the role in order to deliver best quality service to participants.
- Remain updated on organisation-wide news and information via workplace Intranet and Outlook.

Planning:

- Work with minimal supervision where required and effectively contribute to participant outcomes.
- Within the scope of the role, ensure that the participant is at the centre of all decisions in their life, involving families and significant others in order to achieve participant goals.
- Deal with practical issues, escalating as necessary in a timely manner as appropriate.

Teamwork/ Leadership and Culture:

- Perform all designated shift duties and additional tasks as requested.
- Organise and check own work, provide guidance and share knowledge with less experienced team members, perform reasonable duties to assist team as required.
- Promote the organisational values by always representing the organisation in a positive manner with participants and relevant stakeholders.
- Adopt a professional approach to personal accountability, work in a collaborative manner with others and communicate respectfully and effectively with other team members.

Communication:

- Adapt communication style to meet individual needs, maintain confidentiality, respect diversity and be sensitive to participant needs/ interests/ cultural values.
- Attend and contribute to the staff meetings, supervision meetings and other relevant meetings as required.
- Undertake administrative duties as relevant to the role and as directed by the supervisor including relevant reports, charts, progress notes, liaison with medical professionals and other tasks associated with individual participant file management.
- Provide effective verbal and written handover at the end of each shift to the relieving team member and within the communication book (including any issues, emergencies, updates) accordingly.
- Regularly report to the supervisor on any specific areas of responsibility to ensure the supervisor remains appropriately informed.
- Maintain the privacy and confidentiality of all participant information and report any breaches to the manager.

Service Excellence:

Completion of practical direct support aspects of the role such as:

- Administration of medication in line with Ability Options medical procedure.
- Personal care as required including bowel and menstrual care, dressing fitting and changing catheters.
- Transport and support clients on outings, events and appointments.
- Manual handling tasks associated with participant support.

Quality- Continuous Improvement:

- Ensure compliance with and adhere to all Ability Options policy, procedure and relevant legislation and standards.
- Utilise opportunities for continuous improvement, work to best practice standards and assist with implementing approved changes in the workplace.
- Work collaboratively with the supervisor and other employees and be proactive in reducing costs for the participant and the organisation.
- Adhere to the approved roster, seek approval for amendments.

Financial Sustainability/ Value for Money:

- Work collaboratively with the supervisor and other employees and be proactive in reducing costs for the participant and the organisation.
- Adhere to the approved roster, seek approval for amendments.

Risk Management/ Compliance/ WHS:

- Apply Ability Options risk management framework to all operations to mitigate risk.
- Apply safe work practices- comply with current WHS legislation and responsibilities.
- Contribute to the development of a comprehensive risk management plan and ensure all activities consider and promote the physical and psychological safety of internal/ external employees and other stakeholders.

Position Dimensions

This position has no direct reports.

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options policy and procedures, in conjunction with CEO directives.

Key Relationships

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|--|---------------------------|--|
| • Support Managers | • Team Leaders | • Other Employees |
| • Shared Services | • Participants | • Parents, families and significant others |
| • Relevant Government Agencies including Public Guardian and NSW Trustee | • Relevant funding bodies | • Health Professionals |

ESSENTIAL CRITERIA

- Knowledge and exposure in this sector or a related sector.
- Current Driver License- Minimum P2.
- Current First Aid Certificate.
- Current CPR certificate.
- Ability to work with other team members in a positive and proactive manner to facilitate service excellence, and exceed client expectations.
- Excellent time management skills and problem solving skills (or capacity to develop in this area).
- Computer literacy and effective use of the Microsoft Suite.

- Completion of the NDIS Worker Orientation Module.

General Attributes:

- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Outcomes focussed, deliver results and take personal responsibility for the quality, achievement of outcomes and quality of work.
- Effective communication (written and verbal) and be able to convey and adjust ideas and messages in an appropriate manner.
- Highly customer focussed and able to collaboratively build and maintain relationships with internal and external stakeholders.
- Highly organised, self-motivated and ability to effectively manage multiple tasks, priorities and business needs that achieve quality results.

DESIRABLE CRITERIA

- Minimum of two years experience in the disability sector.
- Understanding of the values and philosophies that underpin a person-centred approach.
- Knowledge of legislation and regulation covering delivery of services including the Disability Inclusion Act 2014, the NDIS Code of Conduct, and the National Service Standards.
- Certificate 3 or 4 Individualised Support or related discipline.
- Mental Health First Aid.

SIGN OFF	
Employee Name:	Signature:
Manager Name:	Signature:
Date:	
VERSION CONTROL	
PD DEVELOPED BY:	Zsuzsanna Kolozsy, Human Resources Business Partner
PD APPROVED BY:	Naomi McCorkell, Chief Operating Officer
REVIEWED BY HR:	Angela Johnston, General Manager Human Resources
PD EFFECTIVE DATE:	1 April 2021