

Position Description

Position Title:	Senior Support Worker
Division:	Operations
Reporting To:	Service Co-ordinator, Service Manager
Direct Reports:	Nil

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

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KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Operations offer a range of services that enables customers to achieve their goals. This includes a range of services such as:

- Supported Independent Living
- Specialist Disability Accommodation (SDA)
- In Home and Community Support
- Independent Living Options
- Assistance with accommodation and tenancy obligations
- Vocational Skills and Training
- Everyday life skills

KEY OBJECTIVE OF THE POSITION:

- Role model the policies and procedures, values, and standards of Northcott.
- Support the Service Coordinator with day-to-day operations and direction of support within the service in accordance with the Policies and Procedures of Northcott and the NDIS Code of Conduct.
- Provide some guidance to, and support to, Level 1 and Level 2 Support Workers.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Knowledge of person-centred practices.
- Ability to establish effective and professional working relationships with customers.
- Highly developed communication, problem solving and organisational skills
- Ability to support and motivate customers in activities
- Ability to facilitate workshops to groups of people
- Proficient computer skills (Microsoft Word, Excel, Outlook and Teams)
- Ability to drive 8-12 seater van

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- 2 years' experience working with people with a disability, assisting them to achieve outcomes.
- Experience in using initiative, working both autonomously and as part of a team.
- First Aid Certificate
- Driver's Licence
- Knowledge of the National Disability Standards
- Knowledge of WHS principles, including safe manual handling procedures
- Knowledge and understanding of active supports
- Knowledgeable using Microsoft products such as Word, Excel, Outlook and Teams.
- Willingness to learn service specific programs and applications.

DELEGATION LEVEL

- NIL
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CORE COMPETENCIES OF THE ROLE

Problem Solving & Decision Making

- Defines extent of problem areas and develops solutions.

Consumer Focus

- Meets internal and external customer needs in a timely and courteous manner.

Communication

- Listens effectively, conveys, and receives ideas, information, and direction.

Teamwork

- Contributes to the team on areas of specialisation or a specific role.

Professionalism

- Displays a professional attitude with regards to oral communication, written communication, and dress attire.

Initiative

- Independently contributes ideas and projects, sees, and acts upon opportunities.

Ethical Behaviour

- Ensures their dealings with all others are non-discriminatory, respectful, consistent, timely and equitable.

Safety

- Has a strong understanding of WHS principles and applies these in the workplace

Leadership

- Oversees and/or guides the work of a limited number of lower classified employees.

DUTIES

The typical duties of this position include:

1. Assist Co-Ordinator/Service Co-Ordinator to develop and facilitate activities and workshops in conjunction with customers and other support staff.
2. With support of Service Coordinator, may delegate tasks to lower-level workers and manage general day to day logistics.
3. Provide guidance and on the job coaching to Level 1 and Level 2 Support Workers.
4. Welcome new staff and induct staff in procedures.
5. Contribute to incident reporting and escalate incidents to Service Coordinator
6. Establish effective communication with customers using whatever means of communication is appropriate for each individual.
7. Consult with customers and take account of their wishes in all matters relating to their care with the proviso that Duty of Care and WHS issues must also be considered.
8. Implement and review customer goals and strategies.
9. Record the progress of each customer in line with relevant documentation.
10. Where requested, assist Co-Ordinator/Service Coordinator in setting up and managing rosters and timesheets for staff and ensure staff hours are in line with approved budget

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11. Provide transport for customers or assistance to use public transport.
12. Provide physical assistance as required. This may include:
 - a. Assistance with meals.
 - b. Assistance with toileting.
 - c. Transfers/hoisting between toilet, wheelchair, motor vehicle, etc.
 - d. Medical/special procedures where required.
 - e. Administering medication where required.
 - f. Physical assistance to participate in activities.
 - g. Housekeeping duties.
13. Support and actively encourage customer's participation in decision-making about their own program and about the service.
14. Complete documentation as required. This may include:
 - a. Customer Notes
 - b. Shift Reports
 - c. Learning Log/Monthly Reports
 - d. Risk management/Positive behaviour support
 - e. Medication forms
 - f. Timesheets
 - g. Noggin entries and management
 - h. Help Desk requests
 - i. Update customer plans, protocols and documentation
15. Attend staff meetings, supervision meetings, training and other relevant meetings as required.
16. Perform the necessary duties to ensure that the premises and vehicles are kept clean and tidy.
17. Contribute to individual service planning and review.
18. Maintain a professional standard of behaviour in keeping with the Northcott's Code of Conduct.
19. Work effectively as part of a team and utilise grievance procedures if problems arise.
20. Utilise a Positive Behaviour Support approach when working with customers, to follow Northcott's Positive Behaviour Support policy and procedure, and to participate in the development, implementation and record keeping for all related plans as applicable to their role.
21. Comply with, report on, and actively participate in Northcott's Safety & Injury Management Procedures.
22. Assist Co-Ordinator/ Service Coordinator with administrative tasks, as required
23. Effective communication with Co-Ordinator/Service Coordinator to ensure continuous improvement of service delivery to Northcott's customer

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources

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