

Position Description

Position Title:	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:

Provide people with a disability with opportunities for continued learning and life skill development and participation in the community, which increase their independence and ability to meet their life goals.

KEY OBJECTIVE OF THE POSITION:

Day to day customer support and delivery of individual customer program plans.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Commitment to achieving valuable outcomes for people with disability
- Commitment to equality and anti-discrimination
- Commitment to a person centred work ethic
- Understanding of Active supports
- Ability to establish effective and professional working relationships with customers
- Highly developed communication, problem solving and organisational skills
- Ability to motivate and encourage customers in all activities
- Ability to facilitate workshops to groups of people where applicable
- Have a specific area of interest such as photograph, cooking, arts and crafts, music, sport and fitness is preferred

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Current First Aid Certificate (or willingness to obtain)
- Current NDIS Worker Screening Check / WWC (or willingness to obtain)
- Current Driver's License
- Knowledge of the NSW Disability Standards
- Knowledge of WH&S principles including safe manual handling procedures
- Proficient computer skills (Microsoft Word, Excel, Outlook and Teams)
- Ability to drive a van between 7-12 seater.

DELEGATION LEVEL

- NIL

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 and positive 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

DUTIES

The typical duties of this position include:

1. Establish effective communication with customers using whatever means of communication is appropriate for each individual.
2. 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.
3. Implement and review of Individual Program Plans.
4. Record the progress of each customer in line with relevant documentation.
5. Provide relevant verbal or written shift handovers.
6. Provide transport for customers or assistance to use public transport.
7. 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
7. Devise and facilitate program activities and workshops in conjunction with customers and other support staff where applicable
8. Support and actively encourage customer's participation in decision-making about their own program and about the service.
9. Complete documentation as required. This may include:
 - a. Customer notes
 - b. Shift reports
 - c. Learning Logs / Monthly reports
 - d. Risk management / Positive behaviour support
 - e. Medication forms
 - f. Update customer plans
 - g. Customer finances

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10. Attend and participate in staff meetings, supervision meetings, training and other relevant meetings as required.
11. Support customers to attend appointments such as medical, specialist and allied health.
12. Support customers to establish and maintain friendships and relationships with their families.
13. Perform the necessary duties to ensure that the premises and vehicles are kept clean and tidy
14. Contribute to individual service planning and review.
15. Maintain a professional standard of behaviour in keeping with the Northcott's Code of Conduct and Ethics.
16. Work effectively as part of a team and utilise grievance procedures if problems arise.

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.