

<b>Position Title:</b>	Support Staff Encompassing: Support Worker Support Officer Community Services Worker Regional Support Worker Respite Support Worker
<b>Competency Level:</b>	Level 3 of HWNS CS Competency Framework
<b>Region:</b>	ALL
<b>Division:</b>	ALL
<b>Reports to:</b>	Service Coordinator (SCO) or Senior Service Coordinator (SSCO) or Operations Manager or Community Services Manager
<b>Direct Reports:</b>	NIL
<b>Date:</b>	18 January 2012

**Context:**

House with No Steps operates to support and enhance the lives of people with disabilities. Our commitment is to provide a person-centred approach to individuals whilst complying with legislative obligations and the regulatory framework of our funding and government bodies. Regional Support Staff make up a large proportion of our workforce and play an integral role in the success of our services and achievement of our organisational objectives. These Support Workers recognise the right of people with disabilities to inclusion, participation and self-determination.

**Primary Objectives:**

Support Staff are directly responsible for the day to day support, and personal development of people with disabilities supported by services operated by House with No Steps (HWNS).

Support Staff ensure that they support the person with a disability to be at the centre of their decision making and enable people with disabilities to achieve their desired outcomes of their plans, goals and aspirations within an environment that ensures the safety and dignity of the individual.

Support Staff ensure that supports are provided in accordance with the Disability Services Standards, and are active in advocating the rights of people with a disability.

**Key Accountabilities**

- To plan and regularly review with the people supported; identified goals and plans which contribute to a life of meaning for that individual and which extends their community integration.
- To support the development and implementation of plans supporting a person-centred approach and contribute to the review of the person with a disability's progress.
- To provide support which reflects the Disability Services Standards, funding objectives, plans and goals.
- To actively promote HWNS Vision, Mission, Values and Strategy in everyday work and in the community.
- To follow, contribute and work in a culture committed to continuous improvement of the HWNS work environment and supports to people with disabilities through active

participation in quality and workplace safety initiatives, and the identification of areas for improvement, including enhancements to policies, procedures and practices.

- To follow and implement Occupational Health & Safety guidelines and instructions.
- To promote the dignity, independence, choices, rights and responsibilities of each person with a disability, mindful of dignity of risk and duty of care ensuring there is a balance that includes healthy risk taking.
- To support the development of communication, social, interpersonal, community and daily living skills by implementing a range of support programs that promote involvement and integration into the local community.
- To facilitate choice and decision making when supporting clients in their home, at their day program, in respite and in the community.
- To undertake ancillary administrative tasks necessary for efficient communication, including maintaining appropriate documentation and systems to safeguard the wellbeing of the person they support.
- To work collaboratively as a member of a team and respect team values, and participate in learning and development opportunities.

### ***Support***

Regional Support Staff provide appropriate support to enhance people with disabilities independence, and enable participation and inclusion in the community. They assist with capabilities of people with disabilities across the full range of standard needs and contribute to the development of individual, person-centred plans. That may include the provision of engagement with multiple internal/external services. (see program specific Annexure). Regional Support Staff assist with the review and/or development of continuous improvement.

HWNS recognises that families are an integral part of a person's life. Regional Support Staff facilitate relationships with family, friends and others. They have input into the development of relationships and support people with disabilities with family/community inclusion and participation.

### ***Communication***

Regional Support Staff follow systems to support the needs of the person with a disability. This includes management of health care plans and similar plans. They work with other staff to share ideas and experiences and ensure continuity and consistent support. They maintain appropriate documentation to the required standard, ensuring client confidentiality is respected at all times. (see program specific Annexure). They suggest improvements to support opportunities within the context of their role. They need to acquire a reasonable degree of computer literacy.

### ***Professional Development***

Regional Support Staff attend regular staff meetings to obtain and exchange ideas and information. They participate in relevant training programs to assist their professional development in the interests of clients, and to enhance their career opportunities. They are committed to a culture of continuous learning for themselves and for clients.

### ***Quality Assurance***

HWNS operates on principles of continuous improvement. Regional Support Staff participate in quality audits and collection of evidence to ensure compliance with AS/NZS ISO 9001: 2008, HWNS policies and procedures and the Disability Service Standards. Regional Support Staff support HWNS' culture of enhancing the lives of people with disabilities.

### ***Occupational Health & Safety***

Regional Support Staff follow and support HWNS Occupational Health & Safety policies and procedures. They have a responsibility to take care of self, other staff members, people with disabilities and visitors by ensuring a healthy and safe working environment.

Regional Support Staff report accidents, injuries, identified hazards and/or risks by using appropriate reporting forms. They ensure the use of personal protective equipment where necessary. They actively participate in health and safety related training programs and events.

Regional Support Staff maintain and promote a workplace free from discrimination and harassment of any kind. They follow the HWNS grievance procedure to report any discriminatory or harassing behaviour, including discrimination and harassment on the grounds of sex, marital status, pregnancy, race, colour, nationality, ethnic or national origin, age, sexuality, disability, religion.

### **Challenges**

- Working with people who have varying disabilities and exhibit behaviours that challenge.
- Working in small team environments.
- Working within changing legislative frameworks and funding allocations.
- Working within dynamic supports that are flexible to meet people's needs.
- Dealing with critical incidents.

### **Opportunities**

- To uphold the rights of people with a disability.
- To support the self determination of people with disabilities and be involved in empowering them to participate in the community.
- To contribute to the development of the organisation's best practice for the benefit of people with a disability.
- To extend knowledge, experience and personal development through a culture of learning.
- Personal reward and satisfaction of making a difference to the lives of people with a disability.
- Empowering to be involved in helping people have control of their lives.

### **Decision Making**

- Independent, common sense decision making is required at times when supporting people with disabilities alone e.g. using initiative whilst participating in community access.
- The Senior/Service Coordinator is available to provide assistance, guidance and clarity for Regional Support Staff.
- Recommendations and suggestions for significant operational improvements should be referred to the Senior/Service Coordinator to ensure appropriate consultation prior to implementation.

### **Key Communications/Interactions**

#### **INTERNALLY**

- Ability to communicate with a wide range of people with disabilities and respond to their needs.
- Positive communication with people with disabilities, including those who use augmented means of communication, is an integral aspect of the position e.g Auslan, Makaton.
- Effective communication with colleagues on a regular basis including daily shift handovers with fellow support workers/Senior Support Worker/PCO.
- Communicate with immediate supervisor/manager to communicate significant issues that affect people and to make recommendations in relation to support needs for people with disabilities. Also to ensure support staff have access to information required to provide support consistently.

- Participate in and contribute to team meetings.
- Contribute to ongoing learning.

#### **EXTERNALLY**

- Develop healthy ongoing relationships with families and friends.
- External relationships with funding bodies and auditors as required.
- Liaison with other service providers, agencies and practitioners who are supporting our people.

#### **SELECTION CRITERIA:**

##### **Personal Qualities**

- Demonstrated ability and genuine drive and willingness to support people with disabilities to live their best life.
- Demonstrated desire to support HWNS' mission, vision and values and to contribute to continuous improvement.
- Demonstrated values of respect and a willingness to empower people.
- A willingness and capacity to undertake training.
- Demonstrated ability to operate in a changing environment.
- Excellent communication skills (written and verbal).
- Reasonable physical fitness and a capacity to undertake manual handling tasks, which may involve assisted lifting, bending, twisting, pushing, pulling and repetitive actions, safely.
- Excellent personal presentation.
- Demonstrated capacity to work as part of a team.
- Demonstrated values of respect for human rights.

##### **Knowledge, Skills and Experience**

- Minimum Certificate III in Disabilities (preferably Diploma in Disabilities)
- Understanding of context of providing support in a disability/community setting or similar human service environment.
- Ability to understand and then implement Disability Service Standards and other relevant legislation.
- Practical written and verbal communication skills, including the capacity to apply policy and procedure.
- General computer skills (e.g. use of Microsoft suite) or the ability and willingness to acquire those skills.
- A reasonable degree of physical fitness.
- Demonstrated capacity to work with honesty and integrity.
- Flexibility, resilience and compassion.
- Possession of a current drivers licence.
- Possession of a current Senior First Aid Certificate or willingness to undertake training.
- Satisfactory criminal history checks as required.

##### **Performance**

Regional Support Staff participate in a probationary and an annual personal performance agreement/appraisal planning and development process, in consultation with their immediate supervisor/manager. The purpose of these reviews is to provide feedback on performance over the twelve month period and discuss Key Performance Indicator (KPI) achievements and



## Position Description: Support Staff

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shortfalls. Regular Support and Supervision is also provided by the Senior/Service Coordinator.

I have read the above job description and agree to perform the duties as described.

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Employee name

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Employee signature

\_\_\_\_\_  
Date