



SUPPORT WORKER – POSITION DESCRIPTION

Let's Go!

Our Vision – inclusive communities which respect, value and empower all people with a disability

Our Mission – to create opportunities for people to make the most of their abilities

Our Values – Empowerment, Respect, Inclusion, Commitment, Achievement

Reports to: Support Manager

Direct Reports: NIL

Level: DSD2 - NDS Workforce Capability Framework

Supports: Individuals with a disability and their families/carers

Date Prepared: July 2016

Context

As one of Australia's leading providers of disability services, we are dedicated to human rights and to ensuring individuals with a disability have greater choice, control, and freedom over their lives. We aim to provide professional services, advice, and support for individuals and their families that is community-based, dignified, person-centred and reflects the individual needs, preferences and skills of people with disabilities and those who support them. Our goal: to be a trusted partner, helping to create a more independent life for people, now and in the future.

Support Workers play an integral role in the success of our services and the achievement of our vision, mission and organisational objectives. They recognise the right of people with disabilities to inclusion, participation and self-determination. Their personal values align with those of House with No Steps (HWNS) and this is demonstrated in their work on a daily basis.

Primary Objectives

- Support Workers are directly responsible for the day to day support, and personal development of customers accessing services operated by HWNS.
- Support Workers ensure that they support customers to be at the centre of their decision making and enable them to achieve the desired outcomes of their plans, goals and aspirations in partnership with their families and carers.
- Support Workers ensure that supports are provided in accordance with the National Disability Services Standards and other relevant legislation, and are active in advocating the rights of people with a disability.

Key Accountabilities

- To plan and regularly review with customers 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 customer's progress.
- To develop appropriate, supportive working relationships with customers and their families/carers.
- To provide support which reflects the Disability Services Standards, legislative requirements, funding objectives, plans and goals and to report any potential breaches to HWNS management.
- To actively promote HWNS Vision, Mission and Values in everyday work and in the community.
- To follow, contribute and work in a culture committed to continuous improvement.

Core requirements of the job holder

- Possesses a practical general knowledge of a human rights based approach.
- Develops general knowledge of and can offer person centred active support.
- Applies positive customer service principles.
- Understands relevant stakeholder relationships and the importance of these.
- Works positively and collaboratively with team members.
- Follows HWNS policy and practice manuals and code of conduct.
- Follows and implements workplace health and safety guidelines and instructions.
- Works under regular supervision reporting progress and outcomes.
- Organises own work, manages time and contributes to work planning.
- Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner.
- Demonstrates confidentiality and diversity awareness.
- Undertakes administrative tasks necessary for the role including maintaining appropriate documentation and the use of HWNS systems.
- Takes on board, accommodates and accepts feedback.
- Adopts personal accountability in own role and reports concerns/incidents or breaches in practice.
- Role models dignified and respectful interactions with members of the broader community.
- Resolves routine problems.
- Uses relevant technology to develop resources.
- Shows commitment to ongoing skills development.
- Works effectively with volunteers.
- Actively adapts, accepts and is willing to change within the context of the job role and wider organisation or community changes.

Knowledge, skills, experience and values required

Previous experience working in the Disability sector is not essential.

- A passion for supporting people with a disability to have the best life they possibly can, experiencing their full human rights and valued as part of their local community.
- Demonstrated capacity to work with honesty and integrity.
- Satisfactory literacy and numeracy skills.
- 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.
- Possession of a current driver's licence.
- Possession of a current Apply First Aid Certificate.
- Satisfactory criminal history check.
- Satisfactory working with children (blue card) check as required.
- Equivalent to VET Certificate III in relevant studies or equivalent experience or a willingness and capacity to undertake Certificate III studies.

Signed: _____

Date:

Print Name: _____

