

<b>Position Title:</b>	Support Assistant
<b>Reporting To:</b>	Coordinator
<b>Direct Reports:</b>	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 and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 2,000 staff and provide empowering, personalised services to over 14,500 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.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### 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.

### 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:

Support for the day to day delivery of services for people with disability.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability to establish effective and professional working relationships
- Communication, problem solving and organisational skills
- Knowledge of WHS principles and safe food handling desirable

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- NIL

### DELEGATION LEVEL

- NIL

### CORE COMPETENCIES OF THE ROLE

- Works under close direction and undertakes routine activities which require the practical application of basic skills and techniques. They may include the initial recruit who may have limited relevant experience.
- Problem Solving & Decision Making - Defines extent of problem areas and develops solutions
- Consumer Focus - Meets 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 workplace attitude
- Initiative – Independently contributes ideas and projects, sees and acts upon opportunities
- Ethical Behaviour - Ensures dealings are non-discriminatory, respectful, consistent 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. Provide assistance as required. This may include:
  - a. Meal planning, preparation, cooking and storing safely
  - b. Cleaning, Laundry and other Housekeeping duties
  - c. Running errands such as food/essential shopping
  - d. Participating in meaningful activities with customers
  - e. Follow behaviour support plans
2. Follow Infection Control Policies and Procedures
3. Complete documentation as required. This may include:
  - a. Shift reports
  - b. Supplies requests
  - c. Incident reports
  - d. Timesheets
4. Perform the necessary duties to ensure that the premises and vehicles are kept clean and tidy
5. Maintain a professional standard of behaviour in keeping with the Northcott's Code of Conduct
6. Work effectively as part of a team and utilise grievance procedures if problems arise
7. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures

**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.**