

Typical Job Demands Support Worker

Endeavour provides support for people who have a range of disabilities, offering an opportunity for them to engage in activities held both in their home and in the community.

A Support Worker may be required to work across the following types of Services:

- *Learning & Lifestyle (day service only)*
- *Residential (accommodation)*
- *In Home Support*
- *Post School Services*

Support Worker duties may vary from service to service depending on:

- *Service Type*
- *Number of people being supported in the service*
- *Capability of the people being supported in the service*

Support workers are employed to work a variety of hours over seven days a week including; day/afternoon/ evening shifts, cooking shifts and morning shifts. Support Workers are employed in casual, part time and permanent roles. Support Workers may be required to work night shifts and may be required to stay at the facility over night (note: there may be the possibility of broken sleep dependant upon service requirements).

Induction training will be carried out both organisationally and at service level.

Critical Physical Job Demands of the Support Worker role Include:

- *Constant standing and walking*
- *Constant crouching and bending*
- *Frequent forward reaching*
- *Occasional to frequent over head reaching*
- *Occasional to frequent push/pull*
- *Occasional kneeling*

Critical Psychological Job Demands of the Support Worker role:

When working as a support worker at the Endeavour Foundation there are times when people we support may be unpredictable in nature and can sometimes become aggressive. When they do, they may display the following behaviours:

- *Hitting objects and sometimes people*
- *Pushing/pulling objects and sometimes people*
- *Throwing objects and sometimes directed at people*
- *Verbal abuse*

Support workers are required to use their MAYBO conflict management techniques to deflect and to keep themselves and others safe, and demands include:

- *Constant behavioural management through prompting, redirecting and assisting people*
- *Closely monitoring behaviour and ensuring peoples safety on site and outside in the community*
- *Frequent exposure to irrational and challenging behaviours of people we support*
- *Potential exposure to physically challenging or threatening behaviours of people we support*

Daily Duties	Job Demands
<p>1.Assisting clients with transfers Transfers may include seated-stand/stand-seated, lying-seated/seated-lying, seated-seated, stand/stand. Transfers may take place in a variety of environments including kitchen, bathroom & bedroom utilising a variety of different furniture and assistive aids. Assistive aids may include walkers, grab rails, transfer belts, slide sheets and hoists.</p>	<ul style="list-style-type: none"> • Forward reach/grasp • Back flexion whilst taking weight • Squatting, crouching and kneeling • Pushing and pulling
<p>2. Providing Physical Assistance Physical support and assistance may be required whilst at the service and in the community.</p>	<ul style="list-style-type: none"> • Walking on uneven ground • Supporting people whilst ascending and descending stairs • Pushing/pulling wheelchairs • Forward reach • Use verbal and tactile prompts
<p>3.Providing personal hygiene assistance/prompting Prompt or assist people during showering, toileting. Provide assistance with shaving, washing hands and combing hair. Provide supervision and physical assistance with dressing. Provide assistance with colonoscopy bags/incontinent aids.</p>	<ul style="list-style-type: none"> • Kneeling, squatting and crouching • Above shoulder reach • Forward reach • Use verbal and tactile prompts
<p>4. Management of medical conditions Assist with managing a broad range of medical conditions. Administer/supervise medications. Provide wound care. Monitor blood sugar levels. Check blood pressure, heart rate. Ensure dietary requirements are met (as per health management plan and under the instructions of a health professional). In case of emergency and where required, administer Cardiopulmonary Resuscitation (CPR)</p>	<ul style="list-style-type: none"> • Standing or sitting • Forward reach • Bending, squatting and kneeling • Pushing/pulling
<p>5.Support access to the community Supervise and provide support to groups or individuals (i.e. grocery shopping) in the community and ensure safety amongst</p>	<ul style="list-style-type: none"> • Walking, standing and seated • Use verbal, visual and tactile prompts • Lifting shopping bags

people.	<ul style="list-style-type: none"> • Pushing, pulling • Reaching and reaching above shoulder level • Pushing and pulling wheelchair
6. Behavioural management Implement behavioural management through prompting, redirecting and assisting people. Closely monitor behaviour and ensure peoples safety.	<ul style="list-style-type: none"> • Use verbal, visual and tactile prompts • Standing, walking and seated
7.Cleaning Use of spill kits, vacuuming, mopping, broom, dustpan and brush and cloths. Clean bedrooms, bathrooms, kitchen, laundry, living rooms and dining areas. Carrying bin bags to wheelie bin or skip and general tidying. Take wheelie bin to footpath for collection. Cleaning outdoors including sweeping, tidying yard, removing cobwebs. Clean faecal matter and other bodily fluids. Cleaning windows, washing walls.	<ul style="list-style-type: none"> • Bending • Forward reach • Pushing, pulling • Bending down to the floor and back up again • Kneeling and squatting • Carrying • Above shoulder reach • Twisting
8.Kitchen and dining Cooking and preparing meals. Serving meals. Assisting with eating. Washing and stacking dishes. Wiping benches. Accessing pantry shelves of various heights. Unpacking grocery items.	<ul style="list-style-type: none"> • Chopping food • Carrying • Pushing, pulling • Reaching at various levels • Reaching above shoulder level • Forward reach • Bending • Hand gripping • Standing • Lifting • Stretching
9. Laundry duties Transport washing to and from washing machine. Wash clothes in washing machine. Assist with hanging clothes on line. Remove linen from beds and make beds.	<ul style="list-style-type: none"> • Bending and squatting to ground level • Reaching above shoulder level • Forward bend • Forward reach • Carrying
10. Transportation Assist people with access in and out of vehicle. Load wheel chairs/walkers and various aids in to vehicle. Drive vehicle.	<ul style="list-style-type: none"> • Bending • Pushing, pulling • Gripping • Climbing (in to bus) • Lifting • Supporting people and sometimes weight bearing • Seated driving • Twisting • Neck flexion • Forward reach
11. Organisational Completing service paperwork. Making and receiving phone calls. Computer work.	<ul style="list-style-type: none"> • Seated work • Writing, typing • Forward reaching

	<ul style="list-style-type: none"> • Neck flexion
<p>12. Activities Setting up and packing away activities. Assisting people with indoor activities including arts and crafts, reading, computer work and games. Assisting people with outdoor activities and transport to and from activity. Verbally prompting people to assist with carrying out activities.</p>	<ul style="list-style-type: none"> • Verbal prompting • Bending • Lifting • Pushing, pulling • Standing and sitting • Physical guidance