

**POSITION DESCRIPTION**

*In-home and Community Support Worker*

**Position Purpose:**

The Support Worker is responsible for providing flexible and responsive support to people with a disability which promotes choice, self-determination and independence in a range of community settings and in-home.

**Reporting:** This role reports to their Line Manager

**Delegated authority:** In the absence of the Support Worker, another Support Worker will perform this role.

QUALIFICATIONS & TRAINING	
<ul style="list-style-type: none"> <li>• Minimum Certificate 3, or higher, qualification in a relevant field, e.g.,                             <ul style="list-style-type: none"> <li>○ Disability</li> <li>○ Mental Health</li> <li>○ Community Services</li> <li>○ Social Work</li> <li>○ Individualised Support</li> <li>○ Psychology</li> <li>○ Education</li> <li>○ Allied Health</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 2years experience working in a similar field</li> </ul>
ADDITIONAL MANDATORY REQUIREMENTS	
<ul style="list-style-type: none"> <li>• Maintain current qualification in CPR and Level 2 First Aid</li> <li>• Demonstrates intermediate level of literacy and numeracy skills (English language)</li> <li>• Proficient computer skills, including Microsoft Word and Excel templates, Gmail and/or Outlook, etc.</li> <li>• This role must provide 100 points of ID (refer to NDIS identity check)</li> <li>• National police check</li> </ul>	<ul style="list-style-type: none"> <li>• Copy of car insurance and registration</li> <li>• Copy or confirmation of NDIS Worker Screening Check</li> <li>• Signed employee handbook confirmation</li> <li>• Photo for ID tag</li> <li>• Working With Children Check (WWCC)</li> <li>• Provide proof of covid 19 fully vaccinated certificate/or exemption (minimum 2 vaccines required)</li> </ul>
RESPONSIBILITIES	
<ul style="list-style-type: none"> <li>• Support clients to achieve goals and wellbeing</li> <li>• Support clients to grow, develop new skills, access hobbies and interests, participate in the community and promote inclusion.</li> <li>• Assisting clients in their daily living activities, such as personal care, mobility, and skill development.</li> <li>• Encouraging independence and empowering clients to achieve their personal goals.</li> <li>• Advocating for the rights and needs of individuals with disabilities.</li> <li>• Demonstrating and supporting new life skills , suh as budgeting.</li> </ul>	

<ul style="list-style-type: none"> <li>Transporting and accompanying clients to appointments</li> <li>Providing assistance with household tasks such as light domestic duties, doing laundry, planning meals and cooking.</li> <li>Provide medical care including wound dressing, administering medication and performing first aid as required.</li> <li>Progress notes are recorded within 24 hours of delivery service following each occasion of support</li> <li>Communication book/notes is read at the commencement of each shift</li> <li>Incidents are reported with completed documentation within 24 hours of service delivery.</li> <li>All medication sign off sheets to be completed when medication is administered.</li> <li>Complete other administrative tasks as required ensuring compliance with AmeCare's procedures.</li> </ul>	
INFORMAL	FORMAL
<ul style="list-style-type: none"> <li>Participants i.e. assisting in facilitating individual and group supports</li> <li>Team members/peers i.e. other managers, administration staff and support coordinators</li> <li>Accommodation Manager/Supervisor</li> <li>AmeCare Manager</li> <li>Director/s</li> </ul>	<ul style="list-style-type: none"> <li>Liaising with participants' families, friends and other relevant supports</li> <li>within the organisation</li> <li>Other disability/ mental health services e.g. mental health case managers, outreach and in-clinic support teams</li> <li>Advocates, Guardians and Administrators i.e. Office of the Public Advocate (OPA), State Trustees (STL)</li> <li>Medical Teams e.g. GPs, psychiatrists, medical specialists, hospitals</li> <li>Local community</li> <li>Allied health</li> </ul>

KEY CRITERIA FOR THE ROLE	
<ul style="list-style-type: none"> <li><b>Organisational Knowledge</b></li> </ul>	
<p><b>Demonstration:</b></p> <ul style="list-style-type: none"> <li>Sound understanding of AmeCare's core values, mission and vision statements.</li> <li>Sound understanding of AmeCare's services, programs and departments</li> <li>Sound understanding of AmeCare's policies and procedures</li> </ul>	<p><b>Expected Outcomes:</b></p> <ul style="list-style-type: none"> <li>The ability to; Articulate the purpose of the organisation and uphold our values in every aspect of your role</li> <li>Outline the various roles within the organisation, and the importance of each role in maintaining holistic care and support</li> </ul>
<p><b>1. Leadership and Teamwork</b></p>	
<p><b>Demonstration:</b></p> <ul style="list-style-type: none"> <li>Work is closely supervised and signed off by management</li> </ul>	<p><b>Expected Outcomes:</b></p> <ul style="list-style-type: none"> <li>Demonstrates understanding of accountability, respect, and 'following through'</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to ask for assistance where/when required</li> <li>• Contributes, follows and implements goal-oriented processes</li> <li>• Has productive time-management skills and ability to prioritise tasks</li> <li>• Understands the importance and benefits of developing a cohesive working team</li> <li>• Actively participates in staff meetings and supervisions with management</li> </ul>
<p><b>2. Interpersonal Skills and Communication</b></p>	
<p><i>Demonstration:</i></p> <ul style="list-style-type: none"> <li>• Communication is effective (both written and verbal communication)</li> <li>• Regularly self-reflect on communication and processes</li> <li>• Follow through on communication i.e. with participants, team members, and management</li> <li>• Minimise and avoid conflict, and handle issues tactfully and proactively</li> </ul>	<p><i>Expected Outcomes:</i></p> <ul style="list-style-type: none"> <li>• Shows understand of diverse communication strategies and considerations; able to implement strategies that minimise conflict</li> <li>• Communicates consistently and effectively with team members and management</li> <li>• If/where unsure, seeks clarification for further information</li> <li>• Phone and email etiquette is of a professional, appropriate, punctual, and reliable standard.</li> </ul>
<p><b>3. Participant Outcomes/Service Delivery</b></p>	
<p><i>Demonstration:</i></p> <ul style="list-style-type: none"> <li>• Implement and monitor high-quality person-centered plans that support personal life choices</li> <li>• Support participants in all aspects of daily life, including but not limited to:</li> </ul>	<p><i>Expected Outcomes:</i></p> <ul style="list-style-type: none"> <li>• Ensure a person-centered approach in service delivery is adopted at all times</li> <li>• Ensure Individual program plans are implemented to enable learning, independence, and safe living skills</li> <li>• Ensure all participants are treated with respect and cultural sensitivity and awareness is always displayed</li> <li>• Ensure the rights and responsibilities of participants and their families/carers are respected</li> </ul>

	<p>and always maintained</p> <ul style="list-style-type: none"> <li>• Assist with personal care needs such as toileting, showering, grooming and dressing</li> <li>• Transport participants to and from home and day programs, and other activities and appointments as per schedule</li> <li>• Assist with the administration of medication in accordance with Medication Management training</li> <li>• Support participants to manage their money and to purchase requested items within their budget</li> <li>• Carry out domestic duties including but not limited to menu planning, cooking, serving meals, cleaning and shopping</li> <li>• Ensure Individual needs of each participant are met in accordance with their support plan</li> </ul>
<p><b>4. Problem Solving and Decision Making</b></p>	
<p><i>Demonstration:</i></p> <ul style="list-style-type: none"> <li>• Able to recognise mistakes and errors within your own work, including work of team members, and seeks assistance where required</li> <li>• Reports non-conformance of staff to Manager in a timely manner</li> <li>• Decisions are made in the best interest of their allocated clients, with consideration for all stakeholders and supports</li> </ul>	<p><i>Expected Outcomes:</i></p> <ul style="list-style-type: none"> <li>• Ability to ask questions and raise concerns regularly and as required</li> <li>• Actively participates in clarifying information and streamlining effective processes</li> <li>• Understands policies and procedures; reports all breaches immediately to management</li> <li>• Identifies any conduct that does not align with AmeCare’s core values</li> </ul>
<p><b>5. Legislation, standards, and practice</b></p>	
<p><i>Demonstration</i></p> <ul style="list-style-type: none"> <li>• Adheres to all relevant government and legal requirements i.e. NDIS legislations, community care regulations, and standards of service relevant to disability and mental health</li> </ul>	<p><i>Expected outcomes:</i></p> <ul style="list-style-type: none"> <li>• Demonstrates general awareness of rules, laws, principles, and standards relevant to your role</li> <li>• Work is carried out in accordance with relevant Occupational Health and Safety (including Occupation Violence) guidelines</li> </ul>

	<ul style="list-style-type: none"> <li>• Work is conducted within the accreditation framework of AmeCare and the Disability sector</li> </ul>
<p><b>6. Client Management</b></p>	
<p><i>Demonstration:</i></p> <ul style="list-style-type: none"> <li>• Assisting participants with communication, advocacy, and skill development; and encourages independence and self-determination</li> <li>• Ability to manage handle and manage complaints according to organisational policies and procedures</li> <li>• Presents, maintains and encourages a positive image of participants in community settings</li> </ul>	<p><i>Expected outcomes:</i></p> <ul style="list-style-type: none"> <li>• Assessing and managing risk in activities</li> <li>• Liaising and working professionally with all employees (communicating via phone calls, text messages, face-to-face, or email)</li> <li>• Attend and participate in team meetings, wider agency activities and role-related training/forums.</li> <li>• Liaising with participants, their NOK or nominated person, support coordinators, AmeCare manager, managers (where applicable i.e., following up complaints)</li> <li>• Liaising with other AmeCare office employees about shift concerns, participant preferences and duty of care requirements.</li> <li>• Complete required paperwork in a timely manner</li> <li>• Providing support in line with participant NDIS and personal goals</li> <li>• Maintaining clear and professional boundaries with all employees, managers and participants at all times.</li> <li>• Attend all appointments, meetings and services as required and requested</li> <li>• Assisting participants to develop the desired skills set out in their NDIS plans; personal care, budgeting shopping, domestic skills, using public transport, community access etc</li> <li>• Assisting participants with their weekly plans to help them reach their goals</li> </ul>

	<ul style="list-style-type: none"> <li>• Working with participants and helping them develop self-advocacy skills and to advocate on their behalf when required.</li> <li>• Assist participants in decision making and daily planning</li> <li>• Assist participants to access the community</li> <li>• Assisting participants to develop and maintain positive relationships with friends, family, service providers and supports</li> <li>• Undertaking duties required by management to assist the organisation to achieve its goals</li> <li>• Travelling and engaging with participants at their home, place of work or in the community</li> <li>• Coordinating activities with the participant</li> </ul>
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**This role has been assessed as a role involving direct delivery of specified supports and services**

Assessed by: Yanie Drysdale

**Requirements**

- This role will be assessed during the onboarding process and assessed every 3 months from feedback provided through complaints, incident reporting and supervision meetings conducted by the House Manager
- Inform Managers of any unsafe behaviour of workers, new hazards/risks of participants

**Position description reviewed on 22 May 2024 by Yanie Drysdale**