

Position Description

Position Title: Support Worker

Responsible To: Assigned Team Leader

Purpose: Provision of professional, high quality and safe supports to Inspiring Care clients at home, in accommodation, in groups, in the community and one on one services. Services delivered in accordance with all organisational policies and procedures and the vision, mission and values of Inspiring Care.

Mission

To provide timely and quality services to people with disability and their families that empowers them to achieve their goals the way they like it.

Vision

To be the provider of choice for people with disability from all backgrounds

Values

- ❖ **Diversity:** We believe in the importance of the range of human differences, including but not limited to race, ethnicity, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values, national origin, and political beliefs.
- ❖ **Inclusion:** We believe in involvement and empowerment, where the inherent worth and dignity of people are recognized. We promote a sense of belonging; and we practice respect for the talents, beliefs, backgrounds, and ways of living of all stakeholders.
- ❖ **Respect:** We believe respect is reflected in every aspect of our services and processes, relationships, environments, interactions, supports, and resources.

Duties

Personal Care: Provide assistance/standby assistance with daily self-care, such as bathing, toileting, dressing, grooming, getting in and out of bed, assistance with eating, use of eating aids and where required feeding, assistance with client movement i.e. walking, wheelchair use moving around the house and/or medication if applicable

Domestic Assistance: Provide assistance with domestic chores, including but not limited to assistance with light cleaning, dishwashing and/or laundry. May also include help with meal preparation where this is not the primary focus of the service

Learning & Life skills Support: To assist with clients in learning new skills, e.g. cooking, cleaning, showering, dressing, using transport, and other skills that result in gaining independence

Transport: To assist clients to/from appointments and/or social activities

Social Support: In home or outside the home to access community facilities. This service generally aims to maintain a client's community connection and fulfill the need for social interaction

Responsibilities

- Provide exceptional client support and service using a person-centered approach which is responsive to the rights of clients, their changing needs and in accordance with the mission, vision and values of Inspiring Care
- Ensure all supports provided to clients comply with Inspiring Care policies, procedures legislative requirements, participant support plans, schedule of supports and/or service agreements and the NDIS Quality and Safeguarding Framework
- Support clients to participate in age appropriate activities and tasks including employment, in home support and community access
- Support clients to access activities and outings in the community
- Provide direct care assistance to each client in accordance with their service plan and as directed by the Management and Rostering Team.
- Utilise, maintain and update electronic Inspiring Care's client management system and related technologies in a timely and effective manner
- Provide timely and effective written and verbal reporting regarding achievement of client goals, identification and reporting of behavioral changes, assessments, evaluations and client feedback
- Provide an excellent standard of direct support in the areas of physical, emotional, behavioral, social and personal care in accordance with the client's individual cognitive ability, beliefs, culture, age, gender and relationship status
- Report any change in clients clinical condition to the Management
- Assist with Participant Support Planning
- Report immediately any client requested changes to the agreed Schedule of Support to the Management
- Report any hazards, incidents, accidents, complaints or change in clients clinical condition to the Management
- Respond to emergency situations by following the established emergency plan for each client
- Complete all care duties and tasks as specified in the clients support plan and maintain records of services to clients in the Client Management System.
- Respect the independence, dignity and lifestyle of the client receiving services
- Participate in team meetings, staff induction, work related training and education and regularly access and respond to Inspiring Care's electronic communications

WHS Responsibilities

- Comply with any relevant legislation, standards, and codes of practice applicable to the industry and role
- Comply with reasonable company policies, procedures, instructions or directions of your Manager or management
- Inform your Manager of any information or changes to your personal circumstances that may affect your safety or the safety of others in the workplace
- Participate in any workplace investigation, rehabilitation and return to work plan, or

any other relevant consultation, training, tool box talks etc where required

- Participate in staff consultation processes around Inspiring Care's policies.
- Undertake WHS training if necessary.
- Ensure all Hazards are reported and Manual Training (including use of hoists and positioning) if required.
- Assistance or administration of Medication, if applicable
- Complete training and undertake competency- based checks prior to working with clients assessed as having high support needs related to challenging behaviors and personal care needs
- Be vigilant in monitoring individual work practices and report any concerns with respect to the Human Resource Manager
- Notify the Human Resource Manager immediately in the event of equipment failure. DO NOT undertake any lifting against directions.
- Report all hazards to the Team Leader/Human Resource Manager promptly in writing
- Report all injuries promptly
- Carry out all duties with diligence and due care for personal safety of others
- Ensure the safe usage of the wheelchair when there is use of an accessible bus/van, or Support Workers car

Knowledge / Skills Required

- Experience providing a range of supports and services to customers at home, in accommodation, in groups, in the community and one on one
- Advanced understanding of person-centred approaches to the provision of services
- Knowledge and application of various mobile and cloud-based systems and technologies
- Strong relationship building and customer service skills
- Sound interpersonal, written and verbal communication skills
- Strong time management, task prioritisation and organisation skills
- Ability to work independently with minimal supervision in a remote from an office work environment

Qualifications

- Certificate III in Disability, Individual Support, Aged and or Community Services or willing to commence studies towards obtaining one of these certificates within 12 months of commencement of employment
- Current First aid and CPR certificates
- Current drivers licence and availability of a registered vehicle with comprehensive insurance
- Criminal History Screening Check (as required by state or federal legislation, e.g. Yellow Card)

- Working with Children Check (as required by state or federal legislation, e.g. Blue Card - if required to work with children under the age of 18 years)

Physical Requirements

At Inspiring Care, we take our obligation to keep you safe, and we can't do it alone. Listed below are the essential physical requirements of the role. Please review and if you believe that there is any reason you would not be able to meet these requirements, or if you may need reasonable adjustments to the workplace to help you perform the requirements of the role, you have an obligation to let us know immediately.

- Frequent lifting up to 16kg
- Frequent bending at knees and/ or hips.
- Kneeling
- High grip strength (above 15kg / 50%)
- Good cardiovascular fitness
- Standing for long periods
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Bilateral lift 10kg
- Unilateral carry 10kg
- Frequent pushing / pulling

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role with organisation. The incumbent will be required to work on other additional tasks, duties and projects as directed/delegated by Management.

ACKNOWLEDGEMENT

I have read, understood and agree with the expectations of this position description. I acknowledge and agree that my duties may be changed from time to time to meet the operational needs of the company. I acknowledge and agree that I have an obligation to advise of any reasons that I may not be able to meet the requirements of the role (or advise of any adjustment to the workplace that I may need to help me perform the physical requirements of the role). I agree that I may be required to undertake a medical assessment (including drug and/or alcohol testing) or Functional Capacity Assessment at any time instructed by management to ensure I am able to meet the requirements of the role.

SIGNED BY YOU

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Date

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Employee Name:

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