

## Role description: Senior Support Worker

### Achieve Australia's Passion, Purpose and Principles

- Our **Passion** is social inclusion for people with disability.
- Our **Purpose** is to build extraordinary lives, supporting people with disability to be well, have a home, choose a career, learn new skills, participate in their community and enjoy a full life.
- We live by our **Principles** of living inclusion, elevating voices, engaging practice, growing capacity and valuing resources.

### Primary purpose of the role

The Senior Support Worker is responsible for delivering practice leadership advice to staff, role modelling desired behaviour and promoting active and individual support, monitoring implementation of Individual Support Plans, and ensuring recommendations are accepted and socialised.

Support care staff in assisting clients to develop skills, maximise their independence, participate within the community and facilitate relationships, escalating training or other resourcing needs as required to ensure optimal client outcomes.

### Accountabilities

- Promote and role-model delivery of support in accordance with Individual Support Plans (e.g., health care plan) to assist clients to remain safe, healthy and make decisions for themselves within their assessed capacity or in conjunction with guardians who have decision-making authority.
- Apply the organisation's customer service framework, adopting a person-centred approach, when liaising with clients to identify and deliver support solutions and service options that align with client's culture, lifestyle, and preferences, and resolve complex problems with same.
- Provide front line staff with advice, coaching, training, and feedback on general client care to influence the delivery and improvement of quality service outcomes for clients.
- Support team members to implement Individual Support Plan and to gather and analyse information to identify issues and determine if changes are required to meet client's individual needs.
- Record and report identified change requirements to inform amendments to Individual Support Plans tailored to client's individual needs.
- Complete mandatory documentation and any supporting documentation (e.g., task analysis) accurately and within given timeframes to meet operational requirements.

- Provide and promote timely reporting on incidents, near-misses, risks and complaints in accordance with Achieve Australia policies and procedures and legislative requirements and participate in any investigations as required.
- Monitor the implementation of behaviour support plans and provide client facing staff with support on positive behaviour support strategies, restrictive practices management and active support.
- Contribute to building and maintaining strong internal and external stakeholder relationships, (including families and carers), to address practical issues, enhance operational efficiency and meet client's requirements.
- Contribute to a culture of continuous improvement, active support and client safeguarding by demonstrating and encouraging practices to protect clients, children and other vulnerable people from harm and neglect and help maximise positive client outcomes.
- Participate in staff briefings and undertake training to ensure compliance with the organisation's policies, processes, and procedures, to meet the NDIS Practice Standards, Quality Indicators, and all regulatory and legislative requirements.
- Maintain confidentiality and professional conduct at all times to ensure professional boundaries are respected and maintained and adhere to behaviour and appearance standards in compliance with Achieve Australia's Code of Conduct and Dress Code.

### **Challenges of the role**

- Providing support to a diverse range of clients to assist them in implementing their Individual Support Plans and addressing client challenges.
- Ensuring completion of operational reporting requirements within limited timeframes.

### **Reporting lines**

Reports to: Service Coordinator

Direct reports: Nil

Indirect reports: Nil

### **Financial and operating limits**

Budget: Nil

Operating limits: As per Achieve Australia Policies and Procedures and Chart of Delegation

### **Internal relationships**

Service Managers, Service Coordinator, other Senior Support Workers, Support Workers, RNs, ENs, AINs.

## External relationships

Participants, Participant Families, Guardians, Key Stakeholders.

## Essential requirements for this role

- Knowledge and understanding of issues affecting people with disability and their families.
- Certificate III in Disability or equivalent.
- Current NSW Drivers' License.
- Current First Aid Certificate.
- Current Working with Children Check.

## Capabilities

**Achieve Australia Capability Framework** - meets Level 2 descriptors relating to People Skills, Delivery Skills, Ethics and Professionalism and Thinking Skills in the Achieve Australia Capability Framework.

**1. Person-centred practice** – Putting clients at the centre of their own service by helping them to make choices, plan goals and have extraordinary lives.

**2. Communication and collaboration** – Building trust and positive relationships by working in partnership with clients, co-workers and others and communicating with clarity and respect.

**3. Evaluation, observation and decision making/problem solving** – Finding solutions to problems by identifying issues, gathering evidence, and generating ideas.

**4. Health, Safety and Crises Management/Governance** – Identifying and managing risks to provide Achieve clients and staff with a safe, healthy, and compliant / sound environment.

**5. Community inclusion** – Making sure Achieve clients have the best opportunity to learn, work and do well in their community.

**6. Personal qualities** – Having the attitudes, beliefs and approaches that support Achieve's passion, purpose, and principles.

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