

# Role description

<b>Role Title</b>	<b>Support Worker</b>
<b>Position Reports to</b>	<b>Service Coordinator</b>
<b>Division</b>	<b>Operations</b>
<b>Direct Reports</b>	<b>Nil</b>
<b>Indirect Reports</b>	<b>Nil</b>
<b>Agreement &amp; Level</b>	<b>Social, Community, Home Care and Disability Services Award, Level 2</b>

## Purpose of the role

The Support Worker role is responsible for providing person-centered quality support services to people with a disability. We support our clients to set and reach goals important to them and make decisions about how best to live the life they choose.

## 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.

## Environment

In this role, Support Workers may;

- Work in a variety of places including a client's home, place of work, and out in the community to support them to build their independence and relationships in these settings.
- Assist clients in their daily activities. This includes routine domestic chores such as preparing shopping lists, shopping, cooking, tidying their home and planning and preparing for social occasions. It also includes personal care such as physical support to toilet, shower, groom and get dressed.
- Assist clients to access community activities safely including attending appointments and social gatherings.
- Provide support to a diverse range of clients with complex needs and adopt positive approaches to addressing client challenges.
- Take part in staff briefings and complete training to ensure quality and compliant services are delivered in line with Achieve's Customer Service Framework.

## Role specific responsibilities and accountabilities

The Support Worker Level 2 role works under limited supervision to support clients in line with Achieve's Customer Service Framework.

While working in Supported Accommodation, Community Participation services, or Day Programs, are responsible for delivering the following tasks and key result areas.

### Customer empowerment

Working under limited supervision, you will be responsible for:

- Supporting our clients to exercise personal choice, initiative, and self-expression.
- Providing an enjoyable, respectful, and safe environment.
- Providing support that will enable clients to participate successfully in individual interests, hobbies, and relationships.
- Consistently engage actively with clients.
- Maintaining an environment that promotes person centered decision making and personal growth.
- Ensuring clients are provided with privacy, dignity, and confidentiality.
- Role modelling, motivating, and encouraging clients in their daily activities.
- Accessing recreation and transport services, including public transport, taxis, Achieve vehicles.
- Advocating for clients, their families, and significant others to access and engage with community.

### Personal support

Working under general direction, provide support to clients as they require, including the following tasks.

- Manual handling/ Transferring/Hoisting following safety procedures.
- Showering, personal grooming and dressing - providing support as required.
- Toileting, which may include changing incontinence aids, assisting with use of commode chair.
- Meal preparation.
- Meal assistance which may include a range of support from providing minimal guidance to full support with feeding clients.
- Medication administration and documentation.
- Complex health support such as Gastrostomy Feeding (PEG feeding) and BSL Testing
- Assisting clients with personal administration and attending appointments.
- Transporting clients.
- Pushing clients in wheelchairs and guiding clients to move safely and independently as possible.

- Work with clients to ensure housekeeping duties are completed.
- Support customers to use physical and communication aids and other equipment where required.
- Assist customers in receiving and accounting of their money.
- Follow plans, including program plans/activities, client support plans, behavior support plans, meal management plans.
- Assist senior employees with special projects, when required.
- Provide assistance to other employees, when required.
- Take responsibility to resolve minor procedural issues relevant to the work area, as required.

### **Administration**

- Complete customer documentation including writing case notes, updating our client management system, communication booklets, medical documentation, and charts.
- Complete and submit timesheets.
- Return receipts from cash advances.
- Participate and follow shift handover procedures.

### **Essential requirements for this role**

- NDIS Worker Screening Check Clearance
- Current Criminal Record Check
- Current Working with Children Check
- Current NSW Drivers' License
- Current First Aid Certificate
- Current Provide Cardiopulmonary Resuscitation (CPR)
- Availability to work after hours, overnight and on weekends across a 24/7 rotating roster.

### **Qualifications and experience**

- Knowledge and understanding of issues affecting people with disabilities and their families.
- An appropriate Certificate (for example: Cert III Individual Supports) or relevant Diploma.
- NDIS worker orientation module
- Previous experience in a relevant industry or service OR an equivalent level of expertise and experience.

### **Personal attributes and capabilities**

- Basic numeracy, written and verbal communications skills.
- Basic computer literacy skills.
- Current skills to assist clients with personal care and lifestyle support.
- Commitment to deliver services to people with a disability in line with the guiding principles and standards of Achieve's Customer Service Framework and NDIS Quality and Safeguard requirements.
- Ability to follow and apply information such as policies and procedures in a working

environment.

- Demonstrated ability to positively work as part of a team.
- Strong time management skills and ability to complete tasks within limited time frames and reporting requirements.
- Ability to collaborate with each client the way they like to be supported and adapt when changes or challenges arise.

## Decision Making Delegation

This role does not have any budget delegation responsibilities. For all other decisions, please refer to Achieve's policies, procedures, and delegations.

## Relationships

Support Workers will build relationships with the following internal and external people.

Internal	External
Service Managers Service Coordinator Senior Support Workers other Support Workers, RNs, ENs, AINs.	Participants / Clients Participant / Clients Families Guardians

**Achieve Australia Capability Framework** - meets Level 1 descriptors relating to People Skills, Delivery Skills, Ethics and Professionalism and Thinking Skills in the Achieve Australia Capability Framework.

**1. Person-centered 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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Approved by:	Chief People Officer