

## POSITION DESCRIPTION – Support Worker

<b>Position Title:</b> Support Worker	<b>Reports to:</b> Practice Leader, Workforce Coordinator, Support Coordinator	<b>Award/Industrial Instrument:</b> EBA / SCHADS	<b>Department:</b> Operations
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annecto – the people network is a community inclusion not – for profit/social purpose organisation and registered charity incorporated as an association in Victoria and listed with ASIC as a registered Australian body to operate nationally. annecto's purpose is to connect individuals and communities to realise an inclusive society and the organisation's principles are humanity, interdependence, authenticity and emergence. annecto does this through planning and service delivery, through facilitating and strengthening informal supports social and employment networks and community building, and through participation in sector related policy development and review. annecto aspires to a diverse culture – a celebration of what makes each person unique – and to social inclusion underpinned by human rights.

These are exciting times for annecto Inc., and Merrimu Services Incorporated which merged in late January 2019 and will be supporting clients with disabilities across a range of sites across the Inner West out to Bacchus Marsh/Melton and across to Ballarat.

annecto – the people network has grown from small beginnings in the Western suburbs of Melbourne to work across metropolitan Melbourne, in the Loddon Mallee and Grampians regions of Victoria, throughout metropolitan and regional areas of New South Wales, ACT and the sunshine coast in Queensland.

annecto's strategic directions include growth in scale, influence and outcomes alongside sustainability.

annecto operates in a 'stakeholder' environment with various stakeholder groups including people using, and potentially using, annecto's services, association members, an elected Board, staff, volunteers, donors, sponsors and individuals, businesses, educational and research bodies, and groups in the general community. annecto is also operating at a time of major change illustrated by national social policy reform, trends to connected/joined up services, and increasing focus on person centred, individualised, self/consumer directed service models underpinned by human rights. Concurrently government is challenged to address changing expectations and revenue and has focused on outcomes of increased social and economic inclusion for people historically dependent on government welfare. This impacts on annecto's historical core service users - people with disabilities, older people seeking alternatives to residential care, and their families.

POSITION SUMMARY	
Support Workers are responsible for the frontline delivery of quality services provided to individuals/participants. Services are provided in accordance with the individual plan, service agreement and organisational policies and procedures, to build capacity, allow individuals to remain at home and/or to live more independently.	
POSITION SCOPE	
Support Workers undertake a variety of tasks including but not limited to low and high personal care, home care and social inclusion activities in accordance with individual service level agreements, the individual, their carer/advocate and NDIS / individual plan.	
Function	Key Accountabilities, Responsibilities & Deliverables
<u>Home Care</u>	<ul style="list-style-type: none"><li>• Household duties including but not limited to vacuuming, dusting, ironing, sweeping, mopping, washing/changing bed linen</li><li>• Cleaning storage areas, pots and dishes, fridge, spills</li><li>• Preparing meals</li><li>• Organising client appointments</li><li>• Shopping including utilising a shopping trolley, lifting/carrying bags, transferring bags to and from vehicle into the individuals home and putting away groceries in fridge/pantry</li><li>• Assisting individuals to do their banking</li><li>• Assisting individuals to pay bills</li><li>• Care of plants and pets</li></ul>

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<p><u>Low needs personal care</u></p>	<ul style="list-style-type: none"> <li>• Personal hygiene of individuals including bathing, showering, shaving, grooming</li> <li>• Assistance with dressing and undressing of individual</li> <li>• Use dressing aids where required</li> <li>• Meal preparation</li> <li>• Assist with eating, use of eating aids and where required feeding</li> <li>• Assist individual with movement i.e. walking, wheelchair use</li> <li>• Use of devices and aids that are designed to assist mobility of the client</li> <li>• Assist with communication addressing difficulties arising from impaired hearing, sight, speech, lack of common language</li> <li>• Check hearing aid batteries and clean spectacles as required</li> <li>• Assist with toileting</li> <li>• Assist with / prompt administration of medication as instructed</li> <li>• Assist individual with recreational activities</li> </ul>
<p><u>High needs personal care (in addition to low needs care)</u></p>	<ul style="list-style-type: none"> <li>• Maintain and/or manage continence/incontinence aids designed to assist continence management</li> <li>• Catheter care</li> <li>• Responsible for maintaining continence or managing incontinence, using aids and appliances designed to assist continence management, including catheter care and condom drainage</li> <li>• Assistance with bowel care and maintenance of bowel care regime, therapy plan compliance, managing challenging behaviours, basic management of epilepsy, gastrostomy care (PEG feeding) and hoist transfers</li> </ul>
<p><u>Rehabilitation and independent living skill development</u></p> <p><i>(May include a combination of high and low care needs personal care depending on individual requirements)</i></p>	<ul style="list-style-type: none"> <li>• Assist with rehabilitation activities and associated therapies</li> <li>• Work under the supervision and guidance of an allied health professional (where applicable)</li> <li>• Assist individuals to develop and maintain independence in activities for daily living including personal care and domestic skills</li> <li>• Facilitate community access</li> <li>• Assist with recreational and leisure activities</li> <li>• Provide transport when approved as part of individual care plan / Learning and Lifestyle Program</li> <li>• Utilise technology to promote the building of capacity in communication between the individual and their community</li> </ul>
<p><u>Individual care planning</u></p>	<ul style="list-style-type: none"> <li>• Report any changes to the individual plan requested by the individual to the relevant Supervisor</li> <li>• Report any incidents, accident, complaints or change in individuals' clinical condition to the relevant Supervisor</li> <li>• Respond to emergency situation by following the established behaviour support plan for each individual</li> <li>• Complete all duties and tasks as specified in the individual plan</li> <li>• Respect the independence, dignity and lifestyle of the individual receiving services</li> </ul>
<p><u>Administration, Team and Individual requirements</u></p>	<ul style="list-style-type: none"> <li>• Act professionally and effectively as part of a team, sometimes in isolation and unsupervised</li> <li>• Participate in regular supervision meetings with the relevant Supervisor</li> <li>• Assist with the implementation of quality improvement strategies for service delivery</li> <li>• Attend all relevant staff meetings, training and forums as directed by the relevant Supervisor</li> <li>• Read and update house diaries, communication books and individual files as required</li> <li>• Record attendance and complete timesheets as per annecto policy</li> <li>• Other reasonable duties as directed by the relevant Supervisor</li> </ul>

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<u>Health, Safety and Wellbeing responsibilities</u>	<ul style="list-style-type: none"> <li>• Comply with all HSW policies and procedures</li> <li>• Adopt work practices that support Health Safety and Wellbeing programs</li> <li>• Take reasonable care for your own health and safety and the health and safety of others who may be affected by your conduct in the workplace</li> <li>• Ensure that any hazardous conditions, near misses and injuries are reported immediately (as outlined in relevant HSW policies and procedures) to the relevant Supervisor</li> <li>• Not wilfully place at risk the health and safety of any person in the workplace</li> <li>• Not wilfully or recklessly interfere with or misuse anything provided in the interest of environment, health safety and wellbeing</li> </ul>
<b>Special Conditions</b>	
	annecto encourages applications from suitably qualified individuals who meet the key selection criteria including mature aged workers, people from non-English speaking backgrounds, Aboriginal and Torres Strait Islander people and people with disabilities.
<b>Selection Criteria - Essential</b>	
<u>Qualifications</u>	<ul style="list-style-type: none"> <li>• Minimum Certificate III Individual Support (Home and Community Care, Ageing, Disability)</li> <li>• Higher, relevant tertiary qualification in Disability, Ageing, Home and Community Care is Desirable</li> </ul>
<u>Licenses &amp; Accreditations</u>	<ul style="list-style-type: none"> <li>• Current First Aid and CPR qualification</li> <li>• National Police records check</li> <li>• Cleared check against the Department of Human Services operated Disability Worker Exclusion Scheme (Victoria)</li> <li>• Completion of NDIS worker orientation Module – ‘Quality Safety and You’</li> <li>• Working with Children check (VIC/NSW), Blue card (QLD), Working with Vulnerable People Check (ACT), – if required to work with children under the age of 18 years</li> <li>• Current Australian driver’s license and availability of a registered vehicle with insurance</li> </ul>
<u>Knowledge/Experience</u>	<ul style="list-style-type: none"> <li>• Previous experience working with the frail and ageing, people with dementia and complex needs, preferably in the community setting (Aged Care).</li> <li>• Previous experience working with individuals that have intellectual and physical disability, complex needs and/or children with disabilities, either in a community or residential setting (Disability)</li> <li>• Experience in monitoring clients and reporting behavioural or health changes</li> <li>• Experience with providing personal care, including the use of mobility aids</li> <li>• Well-developed communication and interpersonal skills</li> <li>• A thorough understanding of privacy principles and confidentiality requirements in client care</li> <li>• Ability to drive a 12 seater mini bus (Learning and Lifestyle program)</li> <li>• Knowledge and application of safe manual handling practices</li> </ul>

*NB. This position description should be read in conjunction with annecto's Policies and Procedures, Employment contract, Organisation Chart, Physical and Psychological Inherent requirements and appropriate standards and regulations which are applicable to the operations of annecto services.*

I accept the position description documented above and understand that the position description will be reviewed or amended periodically due to changes in organisational requirements or responsibilities. Changes to the position description will be consistent with the purpose for which the position was established.

Employee Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

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### Physical and Psychological Inherent Requirements

Physical Requirements – Support Worker	
Annecto may require staff to work a variety of shifts across a twenty four hour period which may include active/non-active sleep over shifts. Due to the geographic layout and nature of work, employees will be required to undertake a diverse range of tasks that require various forms of mobility.	
Element	Activity
Hanging clothes on line	Reaching and repetitive work above shoulder height
Assist with shopping	Lifting, carrying, reaching and bending
Ironing and folding clothes	Lifting, bending, carrying, folding clothes
Assisting client out of bed – undress client, roll client from side to side to position sling	Bending, reaching, holding, transfer of weight on either foot
Assisting client to sit up in bed	Lifting, supporting, high force, awkward posture
Client positioning and transferring in hoist	Lifting, pulling, pushing, moving, bending
Assist with toileting. Transfer from hoist to commode	Reaching forward, bending to assist with positioning of client over commode
Assisting client hygiene including shower	Bending, reaching, supporting, twisting
Pushing a client in a wheelchair	High push/pull forces
Transferring wheelchair into and out of car boot	Heavy lifting
Transporting individuals	Driving with client in car, driving in all weather conditions, driving in city traffic, driving up to 45 minutes in any one shift
Leisure Activities	Assist individuals to participate in recreational activities such as Swimming, walking, ball games etc
Behavioural Requirements –Support Worker	
Element	Activity
Challenging behaviours	Working with individuals that have complex intellectual, behavioural and mental health issues
Chronic illness/diseases	Working with people whose condition deteriorates over time
Emotional family/carers	Working with carers and/or families who may be dealing with anger, grief, frustration and/or loss
Dealing with a medical emergency	Providing first aid or CPR in the home or in the community Reporting an incident/injury/illness
Abuse and neglect	Reporting abuse/neglect to the appropriate supervisor if identified/witnessed
Community connections	Supporting individuals to connect with and participate in local community life