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**JOB DESCRIPTION**

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| **Role Information** | | | |
| **Job Title** | Senior Support Worker | **Division / Location** | Avenue |
| **Date Reviewed** | November 2018 | **Career Band** | Senior Support |
| **Employment Type** | Full-time, Permanent (8:45am - 5:00pm) = 38 hours/ week | **Role balance guide** | **People:** 60%  **Operations:** 30%  **Technical:** 10% |
| **Role summary** | Avenue is a Co-Working Space which enables people of all abilities to work, socialise and learn.  Each Co-Working Space offers people disability the opportunity to:   * **Work:** Avenue harnesses micro-business and the Gig Economy to enable participants to utilise their skills and contribute to the economy. * **Develop Skills:** Avenue Co-Working Spaces offer participants a range of learning and skill development opportunities, across a range of content areas including work skills, social skills and personal development. * **Social Engagement:** Avenue Co-Working Spaces offer participants the opportunity not just to work and learn, but to engage more broadly in social aspects of community life and develop friendships.   The Senior Support Worker (SSW) is a critical role, working in an Avenue Hub on the floor, co-leading a small group of participants under a Team Coordinator, to work on and develop their business team. The Senior Support Worker is responsible for facilitating the operations of their micro-business team (as directed by the Team Coordinator), to ensure that progress is being made and everyone has meaningful work tasks to do. The Senior Support Worker is also responsible for ensuring that every member of their team is working in a meaningful way and is developing their skills and confidence.  Senior Support Workers build professional and personal relationships with participants based on mutual respect, enabling and empowering individuals to reach their goals. The SSW (under their TC) provides leadership and stability for a casual Support Worker workforce, taking initiative and solving problems to ensure the best supports are provided to people with disability.  Key responsibilities include:   * Direct Support * Leadership * Administration and Reporting * Values and Behaviour * Health, Safety and Wellbeing | | |
| **Reporting & Requirements** | * **Reports to:** Hub Manager - Avenue * **Direct Reports:** Nil * **Member of:** AvenueTeam * **Required to:** Travel domestically on occasions | | |

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| **Core accountabilities** |
| **Direct Support**   * The Senior Support Worker is the secondary contact responsible for each of the participants in their team during those peoples’ time in Avenue. * The SSW needs to have a very deep understanding of the support needs of each of the participants in their team, and be able to monitor each person’s supports on a daily basis, to ensure that all of the person’s needs are being met at all times. This might involve:   + Being trained on the specific support needs of everyone in their team. This might require specialist or off-site training, or sessions with the families/allied health providers for interns   + Briefing new Support Workers on the support needs of individual participants and providing hands-on guidance and oversight, if required.   + Ensuring all Support Workers are properly trained, and if not, seeking support from the TC or Hub Manager to ensure training is implemented.   + Highlighting instances where the correct supports are not being implemented, to allow the Hub Manager to step in and make changes.   + Being the secondary contact person for families in circumstances where the person’s support needs change, and new training or information needs to be imparted to others in Avenue. * Provide warm, engaging leadership and build strong relationships with all participants in the SSW’s team, to build a strong community and culture, as well as strong relationships, within Avenue. * Critically, work in partnership with other SSWs, TCs, Skills, Social and Business Development Coordinators to ensure that each individual is achieving their goals, building their skills and confidence, and is getting everything they need from their involvement in Avenue. This includes ensuring all skills development activities are initiated to help the person progress towards towards their goals identified in their Individual Skills Development Plans. |
| **Administration and Reporting**   * At the end of each shift, complete and enter any case notes for participants you have directly supported into SupportAbility * Supervise any Support Workers you have been working with to complete and enter any case notes for participants they have directly supported into the SupportAbility. * Escalate incidents to TC and Hub Manager, and contribute to incident reporting where required * Lead and/or proactively contribute to daily debriefs * Assist the TC and Hub Manager to ensure that the Hub is well presented and welcoming at all times. * Work with your TC and Hub Manager to develop your team and individual V2MOM, and individual performance goals and development plans that will enable you to succeed, and will help align your work with the overall strategic plan and vision of Fighting Chance |
| **Values and Behaviour**   * Promote and role model appropriate behaviour to support Fighting Chance’s culture, performance and brand * Actively support Fighting Chance’s commitment to the principles of diversity, inclusion and EEO * Constructively contribute and collaborate with all colleagues * Actively demonstrate the organisational values:   + Our community is built on inclusiveness, equality and empowerment.   + We approach everything we do with innovation and dynamism.   + Our social enterprises will always be responsive, sustainable and excellent.   + Our work will make a contribution and have impact. * Deliver high quality work that supports our operating environment * Demonstrate compliance with all legislation and policies and procedures |
| **Health, Safety & Wellbeing**   * Adhere to all health and safety policies and procedures of Fighting Chance and take all reasonable care that your actions or omissions do not impact on the health and safety of others. |

***This job description defines the broad responsibilities of this position which may change based on organisational need.***