

# Position Description

## Support Worker

Our Support Workers are Human Rights warriors! They work to understand customer needs and goals and provide tailored support to meet these. They ensure our organisational purpose is demonstrated to our customers and others on a daily basis.

<b>Reports To</b>	Support Manager
<b>Direct Reports</b>	Nil
<b>Level</b>	DSD2 - competency framework
<b>Date Prepared</b>	12 August 2019

## We're guided by our Purpose and Values

Our Purpose is the reason we exist, and at Aruma that is:

**Supporting people to live a great life, the life they want, the life they choose.**

Aruma is also BRAVE. That's what makes us a trailblazer. Being part of our team means you need to meet our BRAVE behaviours.

Bold - we speak up; Respectful - we respect each other; Authentic – we do what we say; Value Teamwork – we do things together; Excellent – we do things well.

We're the trusted partner of over 5000 people with a disability throughout the east coast of Australia. Aruma puts our customers first. And to do this we need employees who are brave, bold, and who dare to think differently.

## What success looks like...

- Support Workers are directly responsible for the day to day support, and personal development of customers accessing services operated by Aruma
- Support Workers ensure that they support customers to be at the centre of their decision making and enable them to achieve the desired outcomes of their plans, goals and aspirations in partnership with their families and carers
- Support Workers ensure that supports are provided in accordance with the National Disability Services Standards and other relevant legislation, and are active in advocating the rights of people with a disability

### A day in the life of a Support Worker...

- To plan and regularly review with customers identified goals and plans which contribute to a life of meaning for that individual and which extends their community integration
- To support the development and implementation of plans supporting a person-centred approach and contribute to the review of the customer's progress
- To develop appropriate, supportive working relationships with customers and their families/carers
- To provide support which reflects the Disability Services Standards, legislative requirements, funding objectives, plans and goals and to report any potential breaches to Aruma's management
- To actively promote Aruma's Purpose and Values in everyday work and in the community
- To follow, contribute and work in a culture committed to continuous improvement

### What you need to be successful in this role...

- A commitment to Aruma's code of conduct
- A passion for supporting people with a disability to have the best life they possibly can, experiencing their full human rights and valued as part of their local community
- Demonstrated capacity to work with honesty and integrity
- Satisfactory literacy and numeracy skills
- Practical written and verbal communication skills, including the capacity to apply policy and procedure
- General computer skills (e.g. use of Microsoft suite) or the ability and willingness to acquire those skills
- A reasonable degree of physical fitness
- A commitment to safe work practices
- Possession of a current driver's licence
- Possession of a current Apply First Aid Certificate
- Satisfactory criminal history check
- Satisfactory working with children (blue card) check as required
- Satisfactory LCS2 check as required for children's services
- Equivalent to VET Certificate III or recognised equivalent experience or a willingness and capacity to undertake Certificate III studies

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

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

Print Name: \_\_\_\_\_