

Support Worker Position Description

Position Title	Support Worker – Brisbane North
Salary	Social, Community, Home Care and Disability Services (SCHCDS) industry award 2010 - Social and Community Services Employee - Community Development Worker Level 2. Not For Profit Salary packaging up to up to \$15,900+ in tax free pay per FBT year for full time and part time positions.
Contract period	Casual
Employment Status	Casual
Location	Brisbane North
Hours	Casual
Reporting to	Team Leader

Role requirements

As a condition of employment the following are required:

Police check	A criminal record check completed within the last 6 months must be supplied by all new appointments. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, an international check is also required.
Working with Children check	Current Working with Children Check – required before commencement of work - Blue Card with Yellow Card Exemption or Blue & Yellow Cards (employee responsibility)
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Suitable Vehicle	A roadworthy vehicle insured to a minimum level covering 3rd party fire and theft (comprehensive cover is recommended). The vehicle must be capable of transporting multiple passengers in a safe manner.
Right to work within Australia	Australian or New Zealand citizenship or relevant working visa documentation

Position Context

The introduction of the National Disability Insurance Scheme (NDIS) marks a significant change in how disability services are funded, moving away from a block funding model and introducing a competitive market for disability services. With the introduction of the NDIS Neami National (one of Australia's largest and most respected mental health service providers) created Me Well, a Not For Profit organisation specifically tailored to provide mental health services under the new system. With the addition of thousands of new customers joining the scheme comes the need for an entirely new workforce designed specifically to cater to these customer's needs.

The purpose of this role is to provide direct support to NDIS customers and assist them in achieving the goals set out in their NDIS plans. The role is conditional on the continuation of viable funding under the NDIS.

Position Responsibilities

The **Support Worker** is responsible for the following:

- Providing support services to customers in line with their NDIS plan
- Utilising a coaching based approach to assist customers in achieving their plan goals
- Keeping accurate and up to date case notes on customers progress
- Ensuring Work Health and Safety guidelines are adhered to
- Working within the guidelines of the NDIS and escalating relevant information to coordinators and appropriate managers
- Engaging customers, supports and 3rd party organisations in a professional manner
- Undertaking all work in line with the organisations policies, procedures and values
- Complying with all relevant legislation and codes of conduct
- Maintaining an up to date knowledge of the NDIS systems and practices
- Working with colleagues in a supportive and cooperative manner
- Maintaining clear professional boundaries with customers
- Attending appointments/other services with Clinical Case managers when required

Position Duties

A **Support Worker's** duties may vary depending on the specific needs of the customer and the goals outlined in their NDIS plan. Common day to day duties of the position may include (but are not limited to):

- Assisting customers to develop desired skills set out in their NDIS plan such as cooking, nutrition, personal care, budgeting, shopping, domestic skills, maintaining tenancy, using public transport, etc.
- Assisting customers in decision making and daily/weekly planning to assist in reaching their goals
- Traveling to and engaging with customers at their home, place of work or in the community
- Assisting customers in social and community participation
- Planning and facilitating recreational activities and where agreed providing transport for customers to and from activities
- Assisting customers to develop and maintain positive healthy relationships with service providers, supports, family and friends
- Working with customers to develop their ability to self-advocate and advocate on behalf of customers when required

- Assessing and managing risk in activities
- Entering case notes on customers progress into the case note system
- Undertaking other duties as required by management (in line with the skill level of the position) to assist the organisation to achieve its goals

Skills

A **Support Worker** should be able to demonstrate they possess the following skills:

Teamwork:

- Work cooperatively with team members in a productive way
- Follow instructions given by Team Leaders/Managers
- Actively participate in team discussions
- Provide thoughtful honest feedback to team members and managers
- Manage conflict in a productive way
- Engage in group supervision

Customer Service

- Provide high quality customer service
- Actively listen to and respond appropriately to customer feedback
- Be patient and understanding to customers' needs
- Be calm and kind in interactions with customers

Work with External Organisations

- Build high quality relationships with external service providers and customers formal and informal supports

Administration

- Display a high degree of computer literacy
- Able to effectively use email, MS office and other software products
- Able to competently use mobile devices (smart phones, tablets, etc.)

Communication

- Be able to verbally communicate concepts and ideas in a way that customer and, team members can easily comprehend
- Utilise active listening skills in interactions with customers and team members
- Be able to write (and type) case notes, emails and other written materials in a way that others can easily understand
- Be able to communicate personal views in a constructive way
- Be able to communicate in a clear, open and honest manner

Organisational Skills

- Manage time effectively
- Arrange and utilises resources in an efficient and environmentally conscious way
- Regularly reviews and assesses personal progress

Knowledge

A **Support Worker** will be required to possess knowledge in the following areas:

- Some understanding of the NDIS
- Some understanding of issues around mental health
- Some understanding of the community sector and Not for Profit organisations
- Some understanding of privacy and confidentiality in relation to customers
- Some understanding of what is considered appropriate self-disclosure

Attributes

A **Support Worker** should display the following attributes:

- Eager to learn new concepts and practices
- Able to take initiative
- Empathetic and compassionate toward people
- Well organised
- Ethically minded
- Positive
- Self-motivated and independent thinker
- Adaptable and open to change
- Trustworthy
- Self-reflective
- Creative in approaching challenges
- Common sense