

Muru Pathways

JOB DESCRIPTION

JOB TITLE: Support Worker

JOB TYPE: Casual

LOCATION: Flexible locations as per participant needs (In Home, Community, Office)

SUPERVISOR/MANAGER: Courtney Lavelle

MAIN DUTIES/RESPONSIBILITIES:

A **Support workers** 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):

- Engage customers informal supports (family, carers, Etc.)
- Working with customers to help build their own capacity and independence
- Providing crisis support to customers
- Assessing and managing risk in line with organisational policies and procedures
- Delivery of services that promote the dignity, independence and empowerment of customers.
- Provide domestic assistance, personal care, respite, respite & transport as required.
- Support customers in their chosen program to progress toward their individual goals and ensure they meet their requirements under their NDIS plan.
- Adhering to the documented and approved care plans.
- Respecting the privacy and confidentiality of customers in accordance with privacy legislation, policies and procedures during and beyond the period of employment.

SKILLS & EXPERIENCE

Qualifications:

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	A valid Working with Children check must be supplied by all new employees.
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

Desirable:

- Certificate III in Disability, Welfare, Individual Support or equivalent.
- Previous experience in a similar role

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

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 customers 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 utilise resources in an efficient and environmentally conscious way
- Regularly reviews and assesses personal progress

PERFORMANCE GOALS:

Knowledge

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

- Some understanding of the NDIS
- Good understanding of issues around mental health
- Good understanding of disability support services providers in the local area
- Good understanding of the community sector and Not for Profit organisations
- Good understanding of relevant privacy and confidentiality in relation to customers
- Good understanding of what is considered appropriate self-disclosure

Attributes:

- Eager to learn new concepts and practices
- Able to take initiative
- Empathetic and compassionate towards 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