

# Avenue

## POSITION DESCRIPTION

<b>Title</b>	Support Worker	<b>Date</b>	November 2020
<b>Reporting</b>	<ul style="list-style-type: none"> <li>● <b>Reports to:</b> Co-Working Space Manager</li> <li>● <b>Direct Reports:</b> n/a</li> </ul>		
<b>Role Summary</b>	<p>The role of Support Worker is a critical role, working to directly deliver the Avenue program to participants with disability on a day-to-day basis. The heart of this role is providing direct support, assisting and empowering participants to engage in their daily tasks.</p> <p>Support Workers within the Avenue setting work under close direct supervision from Senior Support Workers, Lead Senior Support Workers, Team Coordinators and other managers, within the framework of the Avenue program and daily work tasks, which are assigned by more senior members of staff</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> <li>● Direct Support.</li> <li>● Administration and Reporting.</li> </ul>		

<b>Core Accountabilities</b>	
<b>Direct Support</b>	<ul style="list-style-type: none"> <li>● Provide high-quality direct support to the person or small group of participants they are supporting through the day, including:               <ul style="list-style-type: none"> <li>○ Supporting participants to undertake their work, social or learning tasks as prescribed by the daily task listing.</li> <li>○ The provision of personal care, administration of PRN/"as needed" medications, mealtime assistance support, etc. as required.</li> <li>○ Non-complex behaviour management and support, as required.</li> <li>○ Provide an encouraging, supportive, positive environment for participants to learn and grow.</li> </ul> </li> <li>● Use a creative approach, exercise judgment and use initiative to "think outside the box" about how to deliver support to participants so they are enabled to reach their goals, within the context of the work task you have been prescribed and Avenue processes and procedures.</li> <li>● Apply the principles of active support at all times.</li> <li>● Provide direct verbal feedback to families about supports provided and daily progress towards goals, as requested.</li> </ul>
<b>Administration and Reporting</b>	<ul style="list-style-type: none"> <li>● At the end of each shift, complete and enter case notes for participants you have directly supported into the Client Management System (CMS).</li> <li>● Escalate incidents to senior staff and/or management and contribute to incident reporting as required.</li> <li>● Proactively contribute to daily debriefs.</li> </ul>

	<ul style="list-style-type: none"> <li>● Maintain a tidy work area to ensure that the coworking space is well presented and welcoming at all times.</li> </ul>
<b>General Duties</b>	<ul style="list-style-type: none"> <li>● Perform other relevant duties as directed by Avenue Management within your level of training and/or competency.</li> </ul>

### Values and Behaviour

- Role model appropriate behaviour to support Avenue's culture, performance and brand.
- Actively support Avenue's commitment to the principles of diversity, inclusion and EEO.
- Work positively and collaboratively as a member of a multidisciplinary team and respect team values, and participate in learning and development opportunities..
- Actively demonstrate the organisational values:
  - The Person is the Point
  - The Power of Yes
  - We're Trailblazers
  - A Hand Up, not a Hand-Out
  - Unbeatable Workforce
  - Where to Next?
- 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 Avenue and take all reasonable care that your actions or omissions do not impact on the health and safety of others.

<b>Core Competencies</b>	
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>● No prior qualifications or experience required.</li> <li>● Theoretical and on-the-job training will be provided.</li> </ul>
<b>Skills &amp; Attributes</b>	<ul style="list-style-type: none"> <li>● A passion for supporting others and helping people with disability to achieve their full potential.</li> <li>● A passion to move the dial and do things differently within the disability sector.</li> <li>● Basic time management skills and the ability to exercise judgment within a highly structured and supported environment.</li> <li>● Ability to follow clearly defined policies and procedures.</li> <li>● Basic numeracy, written and verbal communication skills sufficient to undertake support work.</li> <li>● Basic computer skills and ability to use programs such as G-Suite and a CMS system with training and support.</li> <li>● Total commitment to the values, behaviour and culture of Avenue and Fighting Chance.</li> <li>● Experience from another field, such as the arts, is welcome.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>● Possess the right to work in Australia.</li> <li>● Travel within the region on occasion.</li> <li>● Possess a current satisfactory National Police Clearance Certificate and Working With Children Check.</li> <li>● Possess a current unrestricted NSW driver's licence.</li> <li>● Possess Provide First Aid (HLTAID003).</li> <li>● Be available and willing to work on weekends and evenings on occasion.</li> </ul>

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