

POSITION	LOCATION	REPORTS TO	CLASSIFICATION
Support Worker – Independent Living Options	Neighbourhoods	Team Leader	Level 2 (Social, Community, Homecare and Disability Service Industries Award (the “Modern Award”))

ABOUT US

Since 1991, Interchange has supported West Australians with disability to achieve their goals. We provide individualised, local community based support that sows the seeds for a fulfilling life.

At Interchange, we believe disability is caused by the way that society is organised, rather than a person’s impairment or difference. We subscribe to a social model, designed to remove barriers and increase life choices for the people we support. Our staff don’t wear uniforms and our vehicles aren’t branded to encourage people in the community to see the person first, rather than their disability.

OUR MISSION

Helping people with disability live a good life

OUR VISION

Welcoming communities that value, respect and empower people with disability

OUR VALUES

Working at Interchange we focus on finding individuals who are passionate about putting people at the centre of everything they do, and share our values of:

- **Individuality** – valuing people, staff, partners and services
- **Respect** – valuing choice, culture and diversity
- **Empowerment** – valuing abilities, goals and learning
- **Belonging** – valuing relationships and shared places

WE BELIEVE

Everyone belongs

PURPOSE OF THE ROLE

This role entails delivering a broad range of high-quality and flexible supports to people in Independent Living Options (ILO). Supports are delivered to develop skills and capacity to maintain independent living, keeping them engaged in a healthy and safe lifestyle through routine structure and consistency while working towards their goals. Under regular supervision from the ILO Team Leader, the role involves assisting customers with personal care, daily living tasks, and community inclusion, whilst ensuring all possible plan outcomes and goals are delivered and met. Tasks are undertaken in the context of supporting the person to maintain their wellbeing, explore opportunities and work towards agreed outcomes that are important to, and for, the customer.

KEY RESPONSIBILITIES

SERVICE DELIVERY

- Deliver person centred supports to our customers that is, reliable, timely and flexible, across daily activities and community access, recreational activities, social support, transport, providing respite care and other requirements specified on the support plan.
- Build appropriate, strong relationships with Interchange, the people we support and their families.
- Provide regular feedback to stakeholders and written updates as instructed by management on the progress of the people you support in achieving their goals and outcomes.
- Use your knowledge of human rights based approaches to influence your strategies and outcomes.
- Respect the personal circumstances and preferences of individuals and their needs. Encourage the growth, development, and increase independence of people we support, through role modelling and mentoring.
- Provide positive behaviour support.
- Assist people we support to explore and discover which activities they enjoy, to boost their social interaction and inclusion.
- Strive at all times to present the support work and the person being supported in a positive and dignified manner.

OCCUPATIONAL HEALTH AND SAFETY

- Actively promote health and safety in the work place, ensuring that all work practices are carried out in as safe a manner as possible and complies with all organisational policies and procedures and within legislative requirements to minimise the risk to customers, visitors and self.
- Practice self-care strategies and apply safety procedures in all work practices.
- Contribute to the development and management of risk management planning for Interchange.

CONTINUOUS IMPROVEMENT

- Contributes to continual improvement processes, including identifying where improvements to service delivery can be made, fostering an ethos of improvement within the organisation.
- Consistently works on own personal and professional development regarding current trends and literature relevant to role.
- In consultation with Manager, identifies training needs and opportunities and attends, as required, any courses, on the job learning, training or workshops relevant to the role or service requirements.

OTHER

- Promote and adhere to Interchange’s policies, procedures, and the National Standards for Disability Services.
- Maintains personal/professional boundaries at all times.
- Maintain confidentiality at all times and demonstrate a high level of tact and discretion.
- Upholds the values of Interchange.
- Follows the policies and procedures of Interchange along with relevant legislation and standards.
- Manage your own time and priorities
- Adopts a team approach to support the work, cooperating closely with team members in order to ensure continuity of support and provision of a high quality service.
- Actively shares expertise and experiences with other team members through team meetings, planning days, incident debriefings and working groups.
- Provide direction and guidance through ‘buddy shift’ training to new support workers, volunteers and trainees, providing feedback on their performance.
- Assist in the delivery of Return-to-Work plans for co-workers who have experienced a workplace injury.
- Performs additional duties as required.

KEY OUTCOMES

OPERATIONAL

- Evidence that all documentation and reporting requirements are completed accurately and in a timely manner.
- Operational activities are delivered on time and in accordance with budget requirements.

SERVICE DELIVERY

- Evidence of a strong customer focus and commitment to quality service provision.
- Evidence of responding to stakeholder enquiries in an appropriate manner and respecting diversity in a timely and responsive manner to meet customer needs.

OCCUPATIONAL HEALTH AND SAFETY

- Evidence that all documentation and reporting requirements are completed accurately and in a timely manner.

CONTINUOUS IMPROVEMENT

- Ongoing service delivery improvement that has measurable results for customers.
- Demonstrates a commitment to own personal and professional development and attends courses, training, workshops and on the job learning as identified in conjunction with Manager.

OTHER

- All actions and behaviours are aligned to the Code of Conduct and the values of Interchange.

JOB REQUIREMENTS – SKILLS, EXPERIENCE, ATTRIBUTES AND QUALIFICATIONS

ESSENTIAL

- Commitment to the mission, vision and values of Interchange, including acting in accordance with the standards of behaviour outlined in the Interchange Code of Conduct.
- Ability to work with individuals from a range of social, financial and cultural backgrounds.
- Excellent verbal and non-verbal communication and interpersonal skills with the demonstrated ability to build strong relationships with people with disability, colleagues and members of the community.
- Ability to work unsupervised within a team and/or autonomous environment and follow the duties and tasks of a designated support plan.
- Possess a reliable roadworthy vehicle and be willing to use it for work-related activities reimbursable under the Modern Award.
- Current WA 'C' class driver's license and capacity to travel as needed within the Greater Perth Metropolitan area.
- Possess a 'smart' mobile phone and be willing to use it for work-related purposes.
- Excellent organisational and time management skills, with an ability to actively seek creative solutions to overcome problems.
- Ability to conduct timely and accurate record keeping and objective report writing.
- Ability to cope with changes in work demands.
- NDIS Worker Screening Clearance
- Capacity to meet the inherent physical requirements of the position.

DESIRABLE

- Qualification and experience in Mental Health is highly desirable.
- Qualification in Human Services (e.g Disability, Aged Care, Community Services) AND/OR equivalent knowledge and experience obtained within a relevant industry.
- Experience working with justice clients or within justice services is an advantage
- Working with Children Check (during your employment with Interchange you may be rostered to provide support to a person under 18 years of age. In this instance you will require a Working with Children (WWC) Check and Assessment Notice (WWC Card), which Interchange may pay for).
- Manual Handling Training (additional training will be provided by Interchange).

PHYSICAL REQUIREMENTS

ESSENTIAL

This role involves personal care which can be highly physical in nature and require flexibility, crouching and kneeling, pushing and pulling up to 20kgs (to help with hoisting), standing for extended periods, walking reasonable distances and pushing a person in a wheelchair for approximately 2 hours. To be able to safely undertake this role, you must be reasonably fit and healthy. To be able to perform these duties you will be able to meet the below:

- OVERALL STRENGTH LEVEL REQUIRED: Low to Moderate
- OVERALL ENDURANCE / FITNESS LEVEL: Moderate
- OVERALL FLEXIBILITY LEVEL: Moderate / High

OTHER REQUIREMENTS

- Must hold Australian citizenship or be a permanent resident of Australia.
- Proficient in the use of technology including email, the internet, smart device applications and Microsoft Office.
- Any other mandatory conditions/requirements that must be met.

CERTIFICATION

Leader Name: _____

Signature: _____

Date: _____

I have received a copy of this position description and understand the requirements of the role.

Name: _____

Signature: _____

Date: _____

