

# Support Worker

## Position Description

<b>Profession</b>	Healthcare & Medical / Disability Care
<b>Employment Type</b>	Casual/ Permanent
<b>Reports to</b>	House Leader
<b>Works with</b>	Wider team, House Operator (families) and Supporting Independent Living Co-operative (SILC)
<b>Sector</b>	Not-for-profit
<b>Pay rate</b>	Refer to Individual Flexible Agreement (IFA)

## Employer Details

- Supporting Independent Living Co-operative (SILC)
- <http://www.silc.coop/about-silc>

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## About Us

Supporting Independent Living Co-operative (SILC) is a supported independent living accommodation provider, offering bespoke accommodation models for people with disability.

We are a Disabled People and Families Organisation (DPFO). As a DPFO, SILC demonstrates the following criteria:

1. Actively demonstrate their commitment to the Social Model of Disability, which seeks to remove barriers for people with disability to access mainstream services and live an ordinary life; and
2. Are run by and for people with disability and/or their families; and
3. Are led and controlled by people with disability and/or their families with a minimum membership of 50% of people with a disability and/or their families making up the organisation's board, or staff, or volunteers or members.

We create great, sustainable homes and life experiences for people living with disability by ensuring people with disability remain connected to their families and to their community.

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## Our Values

### Shared Purpose

- We prioritise cooperation and share learning to support staff and families in our SILC community. We collaborate for the common purpose of achieving outcomes for our participants

### Integrity

- We are brave in the pursuit of supported independence for our participants. We strive for excellence and are authentic and honest without cooperative.

### Learning

- We make time to reflect on our values and how we can continually improve. We enable, empower and equip each other to flourish through our action, thoughts and deeds.

### Creative

- We are out of the box thinkers and take joy in exploring new possibilities for our participants and their families. We challenge convention to assist participants to connect with community and live their best life.

To see one of our SILC homes in practice, view <https://www.youtube.com/watch?v=uuqYq2QojS0>

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## Support Worker Responsibilities and Duties

### Resident Duties

- Implement tools and activities consistent with the Residents' goals and Support Plans
- Work collaboratively in a team environment to deliver person centred active supports to the residents
- Enable residents to be as actively involved as possible in decisions concerning their life choices
- Ensure safe administration medication process is being followed and medication charts are being maintained
- Ensure residents receive appropriate medical and therapeutic inputs as recommended by families and or clinicians
- Implement meal plans for residents.
- Carry out the appropriate risk assessments before the residents undertake any new activities
- Participate in the development and review of support plans
- Report any changes in the support needs of residents to the House Leader
- Work collaboratively with the team and key stakeholders to provide opportunity for community access and inclusion
- Ensure the dignity of each resident is upheld

### Compliance

- Comply with SILC's policies and procedures
- Promptly and correctly complete Shift Notes and Incident Reports
- Implement resident's behaviour support plans

### Communication

- Attend staff meetings
- Engage in regular communication with team and House Leader
- Attend stakeholder meetings with residents as guided by families and House Leader

- Provide feedback to House Leader and House Operators on where improvements can be made

## Operational

- Ensure that all Incident Reports are promptly and comprehensively reported to SILC via JotForms
- Implement corrective actions identified on incident reports
- Complete relevant data tools for resident e.g. behavioural data, mood and sleep data, food and fluid intake data
- Carry out manual handling, personal care and household tasks such as menu planning, cooking and cleaning.

## Work Health and Safety

- Comply with safe work practices e.g. emergency evacuation drills, food labelling, cleanliness and hygiene, food labelling
- Report risks in the home for staff and residents e.g. trip hazards, fire hazards, exposed electrical wires
- Report all workplace injuries are reported immediately through SILC's incident management process

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## About You

- a positive contemporary attitude to people with a disability
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- displays emotional maturity and resilience
- knowledge and understanding of the National Disability Insurance Scheme (NDIS)
- good administration skills and an ability to multi-task

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## Preferred Qualifications and Experience

- Qualifications and/ or experience in Disability, Mental Health or Welfare (Cert 3 or 4 in Disability)
- Previous experience in supporting people with disability with complex support needs
- Valid and current NSW driver's license
- Current First Aid Certificate, or willingness to obtain
- Valid Criminal Record Check (within last 3 years) and Working with Children Check
- Further training and thorough induction will be provided

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## Benefits

- Flexible work arrangements
- Training and professional development
- Salary packaging benefits (for permanent staff)

Core Competencies	Competency Descriptors	Performance Outcomes
Organisational Knowledge	<ul style="list-style-type: none"> <li>● Has a general understanding of the SILC</li> <li>● Understand SILC's relationship with the National Quality and Safeguard Commission</li> <li>● Has a good understanding of people with disability and Autism.</li> </ul>	<ul style="list-style-type: none"> <li>● Able to describe in general terms, the policies and procedures affecting their roles and in detail policies affecting the delivery of direct care to clients</li> <li>● Operates from Code of Conduct in line with policies and procedures</li> </ul>
Leadership/ Teamwork	<ul style="list-style-type: none"> <li>● Ability to work with minimal supervision.</li> <li>● Guides the work of less experienced staff.</li> <li>● Works collaboratively as part of team.</li> <li>● Take responsibility for actions</li> </ul>	<ul style="list-style-type: none"> <li>● Accepts and responds to feedback and directions</li> <li>● Actively contributes to team planning, staff meeting and support sessions</li> <li>● Actively contributes to a culture of teamwork</li> <li>● Recognises and utilises other team member skills and expertise</li> <li>● Identifies the need for support and seeks assistance to resolve issues</li> <li>● Meets required responsibilities as per role</li> <li>● Supports colleagues in their roles and responsibilities</li> <li>● Provides peer feedback for other staff appraisals</li> <li>● Escalating concerns to House Leader in a timely manner</li> </ul>
Interpersonal Skills/ Communication	<ul style="list-style-type: none"> <li>● Ability to communicate professionally to internal and external stakeholders.</li> <li>● Routine documentation in a timely manner and interacts with others via the use of documentation.</li> </ul>	<ul style="list-style-type: none"> <li>● Maintains timely and accurate documentation</li> <li>● Communicates in a respectful and professional manner</li> <li>● Uses basic conflict resolution principles to handle situations in the workplace</li> <li>● Assist participants to liaise with professionals regarding individual and service delivery needs</li> </ul>

Problem Solving/ Decision Making	<ul style="list-style-type: none"> <li>● Recognises and resolves simple problems/discrepancies within own work.</li> <li>● Solves related problems in work area using problem solving techniques that go beyond set procedures.</li> <li>● Seeks supervisor's assistance only when necessary.</li> <li>● Adjusts own work accordingly.</li> <li>● Varies own work schedules, seeking support for specialised help</li> </ul>	<ul style="list-style-type: none"> <li>● Demonstrates initiative in identifying and resolving problems, referring complex issues to supervisor</li> <li>● Accurately refers complex issues to supervisor</li> <li>● Prioritises essential duties, organises work schedule and manages time to fulfil work requirements</li> <li>● Assesses quality of service delivery and actively promotes areas for improvement of service delivery</li> </ul>
Legislation / Standards/ Practice	<ul style="list-style-type: none"> <li>● Adheres to all relevant standards and government legislation e.g., WHS, NDIS Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>● Demonstrates working knowledge of WHS responsibilities, policies and procedures within organisation</li> <li>● Complete all required training</li> <li>● Accurately completes hazards &amp; accident and incident reports</li> <li>● Reports issues of WHS and duty of care to supervisor</li> <li>● Performs role using safe work practices: <ul style="list-style-type: none"> <li>o Infection control procedures</li> <li>o Manual handling procedures</li> <li>o Shift notes and incident reporting</li> <li>o Medication management plan</li> </ul> </li> <li>● Identifies and reports all policy/procedural breaches</li> </ul>



# Welcome Home Springwood

Vision, Mission, Values

## The Vision

A world where people with disability are:

safe and known	by living in by living in stable, quality accommodation with chosen housemates of mixed ability, support staff they choose, in a location that fosters community access
connected and growing	by being in living, mutual friendships and belonging to healthy disciple-making churches
celebrated and loved	by being surrounded by friends

## The Mission

As a Cooperative within the Supporting Independent Living Cooperative, our mission is to create a great, sustainable home and life experiences for Jerrah, Josh and Wayne.

## The Values

being	we will value every member for who they are
becoming	we will value every member for who they are becoming and the ways that they are growing
believing	we value the spiritual life of every member
belonging	we value relationships that create a context where every member is missed when they are not around
blessing	we value the way every member can do something positive for others
being blessed	we value mutual relationships where every member can experience gifts and appreciation from others

**Welcome Home Springwood expectations of employees:**

Alongside their responsibilities and duties, WHS will ask Support Workers to agree to act within the principles and values of the Welcome Home Springwood mission, vision and values statements.

WHS expects that Support Workers will support the Christian ethos and vision of Welcome Home Springwood by:

- Implementing routines such as reading a prayer before meals, reading Bible stories
- Supporting the Residents in participating in Christian activities and connecting with Christian community