

## Position Description: Support Worker Level 2

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### Organisational - Passion, Purpose, Principles

- Our **Passion** is social inclusion for people with disability
  - Our **Purpose** is to build extraordinary lives, supporting people with disability to be well, have a home, choose a career, learn new skills, participate in their community and enjoy a full life.
  - We live by our **Principles** of inclusiveness, stewardship, extraordinary outcomes and ethical practices
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### Primary Purpose of the position

Undertake defined processes and procedures to assist in providing participants with support to develop skills, maximise their independence, participate within the community and facilitate relationships in line with their Individual Plans (IP).

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### Accountabilities

- Undertake a range of clearly defined support duties in accordance with individualised support plans (e.g. health care plan) to assist participants to remain safe, healthy and make decisions for themselves within their assessed capacity or in conjunction with guardians who have decision-making authority.
  - Identify and report issues that affect the implementation of IP to inform any need to amend the plan to meet participants individual needs.
  - Complete mandatory documentation to meet operational requirements.
  - Comply with the organisations policies, processes and procedures to meet all regulatory and legislative requirements.
  - Maintain confidentiality and professional conduct at all times to ensure professional boundaries are respected and maintained.
  - Adhere to behaviour and appearance standards in compliance with Achieve Australia's Code of Conduct and Dress Code.
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### Challenges of the position

- Providing a diverse range of participants with support to assist them in meeting their IP objectives.
  - Completing operational reporting requirements within limited timeframes.
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### Reporting lines

- **Reports to:** Service Manager
- **Direct Reports:** Nil
- **Indirect Reports:** Nil

## Financial and Operating Limits

- Budget – Nil
- Operating Limits - As per Achieve Australia Policies and Procedures and Chart of Delegation

## Internal Relationships

Service Managers, other Operational Line Management, Support Workers.

## External Relationships

Participants, Participant Families, Guardians.

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## Essentials

Knowledge and understanding of issues affecting people with disability and their families.

Home care certificate or equivalent

Current NSW Drivers' License

Current First Aid Certificate

Current Working with Children Check

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## Capabilities

**Achieve Australia Capability Framework** - As part of their role, the Employee must meet Level 1 descriptors relating to People Skills, Delivery Skills, Ethics and Professionalism and Thinking Skills in the Achieve Australia Capability Framework.

**1. Person-centred practice** – Putting clients at the centre of their own service by helping them to make choices, plan goals and have extraordinary lives.

**2. Communication and collaboration** – Building trust and positive relationships by working in partnership with clients, co-workers and others and communicating with clarity and respect

**3. Evaluation, observation and decision making/problem solving** – Finding solutions to problems by identifying issues, gathering evidence and generating ideas.

**4. Health, Safety and Crises Management/Governance** – Identifying and managing risks to provide Achieve clients and staff with a safe, healthy and compliant / sound environment

**5. Community inclusion** – Making sure Achieve clients have the best opportunity to learn, work and do well in their community.

**6. Personal qualities** – Having the attitudes, beliefs and approaches that support Achieve's passion, purpose and principles.