



## Position Description

<b>Position title</b>	Support Worker
<b>Business unit / Team</b>	Logan Family Recovery
<b>Relevant Award</b>	Social, Community, Home Care and Disability Services Industry (SACS) Award 2012
<b>Award level</b>	4
<b>Position reports</b>	Team Leader
<b>Positions responsible for</b>	Nil
<b>Effective Date</b>	December 2019

### Purpose of Position

The Support Worker primarily supports and monitors the activities articulated through the client's case/service plans in accordance with established procedures and policies. The role provides key support in the areas that include –

- A conduit role between clinical services and the manifestation of key goals within the service plans of clients (families)
- Rapport and relationship building ensuring clients are experiencing a determined support to achieve success in the challenges of child care in a residential setting
- Day-to-day care and consideration of clients (families) practical application of service planning goals
- Hands-on support to facilitate day-to-day activities and maintenance of family units to ensure smooth service delivery

### Duties and Responsibilities

#### Client support

- Provide on shift support and supervision to the client (families) of the family residential program
- Facilitate transport, outings and client (families) support that aligns with service planning and goals
- Prioritise rapport and relationship with the clients (families) in assisting the delivery of an experience that incorporates safe practice in safe spaces
- Align service planning and goals with the day-to-day practical application of client (families) behavioural expectations
- Supervise the self-administration of prescribed medications by the clients (families)
- Conduct and supervise urine and breath testing in line with LLW's policies, procedures and process
- Respond appropriately to crisis situations and communicate interventions with appropriate staff as necessary
- Maintain client (families) records and prepare reports as required
- Ensure barriers, including any structural and communication barriers, are addressed in a timely and appropriate manner
- Establish and maintain a sound therapeutic relationship with clients (families) to identify and address issues of concern

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- Provide culturally appropriate practice as relevant to varying clients (families) including engaging in ethical practice by identifying and meeting the social and cultural needs of the families and significant others
- Ensure that service delivery is embraced through respect whilst protecting the rights of consumers and carers maintaining their privacy and confidentiality
- Emphasise the importance of engagement through rapport building and working relationships with clients and their families.

### Communication and Team Work

- Participate in clinical decisions, governance and team meetings providing feedback of observable phenomenon of a clinical/non-clinical nature.
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- Facilitate/participate in community activities and contribute to the maintenance of a harmonious therapeutic environment with family residential program
- Participate in staff and team building, meetings and program planning sessions
- Effectively communicate (written and spoken) with all staff, residents, internal and external clients

### Administration/Reporting

- Maintain file records, data collection processes and reporting as required in a timely manner.
- Ensure that records, data collection and reporting are consistent with confidentiality and relevant practice standards
- Complete hand-over documentation.

### Teamwork

- Attend and actively participate in team meetings and all project activity and program initiatives
- Communicate effectively and openly in the workplace
- Complete tasks in a timely manner and meet agreed deadlines
- Participate in professional development including self-directed learning and required training
- Demonstrate knowledge of occupational health & safety, and equal employment opportunity and comply with associated organisational policies

### Adhere to Lives Lived Well's Vision, Value and Code of Conduct

- Behave in ways consistent with the achievement of Lives Lived Well's Vision, Values and Code of Conduct, while maintaining individuality and contributing to the diversity of Lives Lived Well
- Ensure Personal behaviour supports and aligns with the Code of Conduct

*Please note that the responsibilities outlined in this position description are not exhaustive, and only an indication of the work of the role. Lives Lived Well can direct you to carry out duties which it considers are within your level of skill, competence and training.*

### Key Relationships

- Maintain professional relationships with all staff and co-located services within and across LLW.
- Maintain professional partnerships with external stakeholders, including Government treatment facilities, Non-Government services and other health care staff.

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## Key Selection Criteria

- Demonstrated ability to engage easily with a diverse and complex client group, particularly families with children.
- Demonstrated ability to mediate, resolve conflict and deal with behavioural issues in a respectful and non-judgmental manner.
- Demonstrated understanding of issues relating to the misuse of alcohol and other drugs and/or mental health issues, in the context of wider family and social systems
- Self-motivated with the ability to work autonomously
- Previous experience in a similar setting (*desirable*)
- Hold relevant tertiary qualifications within the social work scope (*desirable*)

## Additional Factors

- Complete a National Police History Check
- Current Australian Drivers Licence
- Current Working with Children Check (e.g Blue Card)

The incumbent/s of this role must ensure that they hold and keep current the required registration to perform in the role (e.g. blue card, AHPRA, drivers licence) and advise LLW of any change in circumstances that may impact on the continuation of registration or licence.

## Delegations

As per Delegations of Authority