

Position Description

Closer Care Disability and Psychosocial Support Worker position description

About the role:

The primary role of a disability and psychosocial support worker is to provide care and assist members of the community living with any form of disability or mental health condition. A support worker aims to empower and encourage clients to improve their quality of life.

Key responsibilities of the role include supporting the participant with their personal care needs, encouraging their involvement within the community, and assisting them to achieve their goals.

The role includes supporting individuals who without your assistance would not be able to perform basic hygiene tasks, such as prompting or assisting with self-care routines including bathing and brushing teeth, in addition to daily living tasks such as cooking, cleaning, and doing laundry.

Disability Support Workers could also be responsible for community access supports, such as transporting clients to therapy or doctor appointments or taking them shopping and completing other chores.

Support workers also engage in activities and hobbies of interest with their participants to support them to increase their community participation and skill set.

Activities include, dance classes, online yoga/meditation classes, knitting, playing tennis, swimming, or other hobbies of interest.

When supporting participants with primary diagnosis being mental health, we aim to assist by completing tasks together not for them, in doing so build their capacity to complete these procedures independently.

Rather than providing personal care, we prompt the participant to complete self-care and personal care procedures to create that routine in their daily lives.

We also assist and advocate on their behalf in relation to matters such as:

- Community housing
- Utility bills
- Medical matters
- Superannuation
- Financial management/budgeting
- NDIS services

- Applying for companion care cards, disability parking permits, a companion animal, loans, appliance replacement offers etc.
- Removalists

Working Effectively with our participants

Having good rapport and communication with our participants is essential, but most importantly supporting what we say with action. What we do (and don't do) and our ability to build trust will determine how effective we are as support workers.

Trust relates to the belief that someone is good, honest, will not harm you, reliable and keep you safe.

Strategies to build trust include, being realistic about what we can deliver, doing what we say we will and avoiding being misleading and overpromising.

Boundaries of a Support Worker

We can support our participants to live as independently as possible and support them in reaching their potential, through both practical and emotional support, but we cannot 'save' them from their situation.

We will set clear expectations at the beginning of the support process about what our participants can expect from us, as the professional, and what we can expect from them, as the participant. This includes acceptable/appropriate behaviours, mutual respect, and a commitment to the working relationship.

Important for our participants to remember is that support workers who begin the client-carer service with them may not always be there, they may move on from the role. Important to remain open to transitioning to a new support person, someone who will understand their situation and provide the person led care they require.

It is important for support workers to be clear and assertive with our participant/s about the boundaries and limits of their role. We need to recognise and manage our own triggers and remain objective i.e., not influenced by personal feelings or opinions in considering and representing facts. It is acceptable for a support worker to be assertive and to let their participant know if they are behaving inappropriately.

We cannot:

- discuss our personal problems with our participant/s (such as marital or financial issues)
- develop feelings of attraction for our participant/s or their family members
- receive gifts on an ongoing basis

- keep information to ourselves (not documenting)
- shopping for our participant/s on our own time or with our own money
- be late for shifts
- refrain from the duties we are required to undertake
- attend to personal errands whilst providing a service
- spend unreasonable amounts of time on the phone whilst providing a service
- keep information about a participant from our employer
- arrive at work under the influence of alcohol or drugs or consume these whilst providing a service
- talk negatively about our employer or other staff that provide a service to the participant
- disclose information about other participants or staff It's not advisable to socialise outside of the work setting or extend our relationship beyond the service provided e.g.) inviting a participant into our home during service time or outside of work hours. We can only have one relationship at a time with a participant, wherever possible. Having both a professional relationship and a personal friendship at the same time can make it difficult to maintain boundaries and a safe and appropriate working environment.

The key to managing many of these boundaries is understanding the difference between a professional and a personal relationship and ensuring that our behaviour always remains on the right side of the line, and asking ourselves the following questions: Are my emotions clouding the issue with the person I am caring for? Sometimes we develop a strong liking or dislike for a person we are supporting (transference/countertransference).

If your emotions are clouding your judgement, step back and if possible, consider having another person step in. Are the other person's emotions clouding the issue with me? If you are setting off strong (positive or negative) emotions in the person you are supporting, you might want to consider passing them to someone else, particularly if the person you are supporting is expressing strong romantic, sexual, or aggressive feelings toward you.

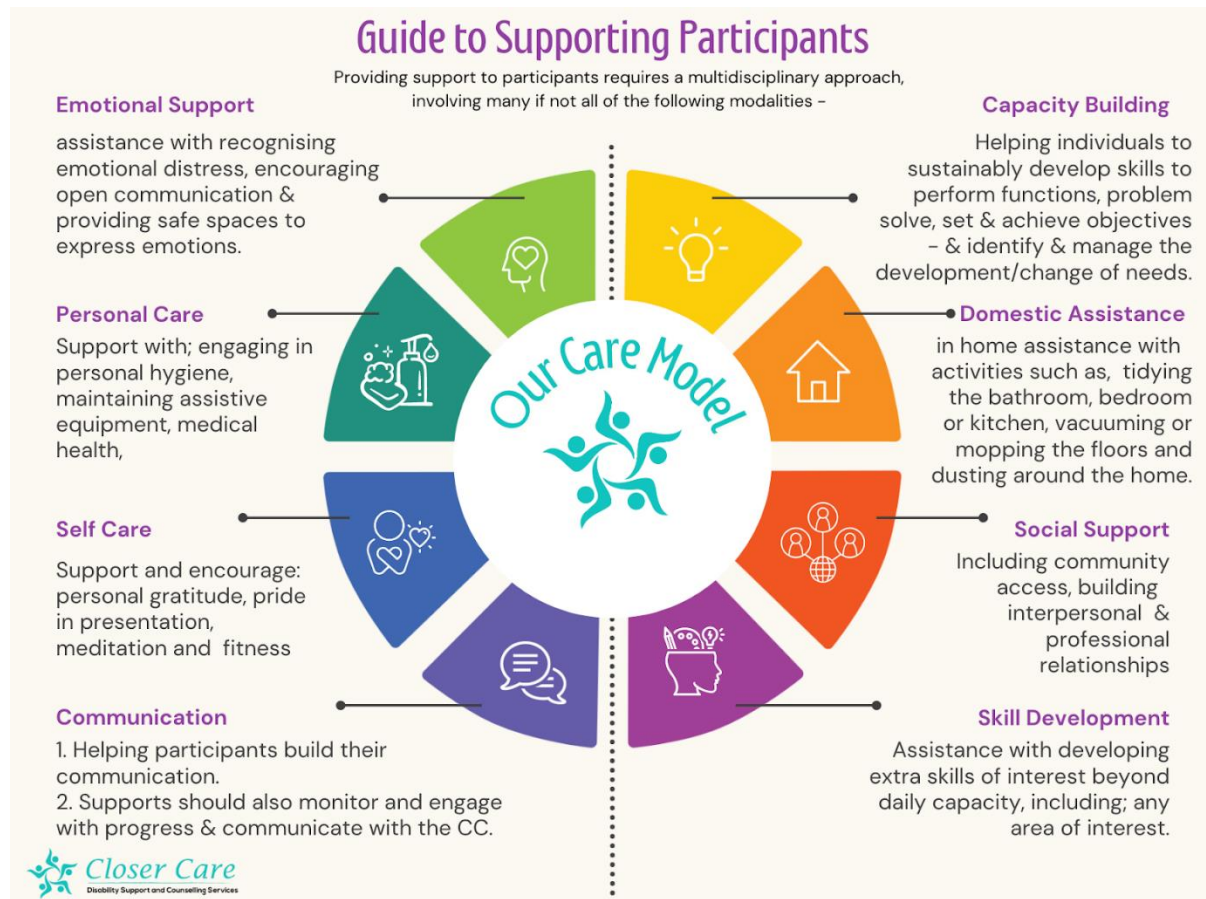
Confidentiality

It is not appropriate to disclose personal information (phone numbers, addresses) of our participants unless they give consent for us to do so. Breaching confidentiality only when the participant and/or someone else is at risk of harm and/or danger.

Our Care Model

At Closer Care we take a holistic approach to supporting participants to ensure that we can offer the highest quality of care.

Providing support to participants requires a multidisciplinary approach, involving many if not all the following modalities - so we have created Our Care Model.



Responsibilities of your role:

Communication and commitment to your role- Answering and responding to calls, emails, or updates in Brevity from a Closer Care leader is part of the responsibilities of your job.

Progress note writing- Proven computer skills and ability to write concise and objective progress notes after each shift using the guide is an essential part of your role.

Availability, reliability and being proactive- we are looking for staff who can cover open shifts, are clear and consistent with their availability, and regularly update unavailability in Brevity.

Providing Excellent support- We aim to deliver excellent support to every participant. Our approach is person-centred, strength based and solution-focused.

We reward by providing:

Ongoing training opportunities
Flexible working arrangements
Half hour travel added to most shifts
Frequent peer support and supervision from your team leader

Welcome to Closer Care!