

Support Worker

Position Description

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

Employer Details

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

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.

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 with our 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 actions, 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>

Support Worker Responsibilities and Duties

Service delivery to support residents

- Work with residents (and their support teams) to understand their strengths, circumstances, the barriers they face and what else they need, to support the life they want
- Work collaboratively in a team environment to deliver person centred active supports to the residents
- Implement tools and activities consistent with the residents' goals and support plans
- Participate in the development and review of support plans
- Report any changes in the support needs of residents to the House Manager
- Enable residents to be as actively involved as possible in decisions concerning their life choices
- Ensure a safe administration medication process is followed and medication charts are maintained
- Ensure residents receive appropriate medical and therapeutic inputs as recommended by families and/or clinicians, and support them to understand the importance of preventative actions
- Implement meal plans for residents
- Carry out the appropriate risk assessments before residents undertake any new activities
- Work collaboratively with the team and key stakeholders to provide opportunity for community access and inclusion

- Support residents to develop and maintain friendships and social connections, access information and participate in activities such as learning, work and recreation
- Work with residents (and their support teams) to identify early warning signs of a crisis or emergency and respond quickly to protect their safety and wellbeing
- Ensure the dignity of each resident is upheld and support them to exercise their rights

Compliance

- Comply with legislation (e.g., Work Health and Safety Act), regulations, standards and codes of practice
- Adhere to the NDIS and SILC Codes of Conduct
- Comply with SILC policies and procedures
- Promptly and correctly complete shift notes and incident reports
- Implement resident's behaviour support plans

Communication

- Adapt communication style and method to suit the resident (e.g., their age, culture, cognitive ability and use of technology)
- Attend staff meetings
- Engage in regular communication with team and House Manager
- Attend stakeholder meetings with residents as guided by families and House Manager
- Provide suggestions for improvement to House Manager and House Operators

Operational

- Ensure all incident reports are promptly and comprehensively reported to SILC via JotForms
- Implement corrective actions identified on incident reports
- Complete relevant data tools for residents 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 such as emergency evacuation drills, use of protective personal equipment, food preparation, cleanliness and hygiene
- Report hazards and risks in the home for staff and residents such as trip hazards, fire hazards, exposed electrical wires
- Report all workplace injuries immediately through SILC's incident management process

About You

- A positive contemporary attitude to people with a disability
- Knowledge and understanding of the National Disability Insurance Scheme (NDIS), principles of the NDIS (as described in the NDIS Code of Conduct), and how they apply in practice
- Have a positive can-do attitude, and can work unsupervised as well as being a constructive team member
- Relate well to a range of people with sound listening and problem solving skills

- Display emotional maturity and resilience
 - Good administration and record-keeping skills, and can multitask
 - Show awareness that your own culture and ways of thinking are just one way rather than seeing it as “normal”. You use this awareness to value similarities and differences to others.
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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 license
 - Current First Aid Certificate, or willingness to obtain
 - Worker Screening: This role is an identified risk-assessed role as per the *National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018*. Candidates must hold a valid National Disability Insurance Scheme Worker Check (NDISWC) or show evidence of obtaining one.
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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"> ● Has a general understanding of SILC ● Understand SILC's relationship with the National Quality and Safeguard Commission ● Has a good understanding of people with disability ● Completion of required training 	<ul style="list-style-type: none"> ● Supports and services are provided in a safe and competent manner with care and skill ● Implementation of policies and procedures ● Operates within Codes of Conduct in line with policies and procedures
Leadership/ Teamwork	<ul style="list-style-type: none"> ● Ability to work with minimal supervision ● Guides the work of less experienced staff ● Works collaboratively as part of team ● Recognises and utilises other staff members' skills and expertise ● Identifies the need for support and seeks assistance to resolve issues ● Provides peer feedback for other staff appraisals ● Asks for, accepts and responds to feedback and directions ● Contribution to team planning, staff meeting and support sessions ● Takes responsibility for actions ● Escalates concerns to House Manager in a timely manner 	<ul style="list-style-type: none"> ● Works within role and responsibilities, and assesses own capacity to do this work, seeking opportunities to learn and apply best practice approaches to working in disability ● Changes to residents' needs, goals and service requirements are identified, shared, and wherever possible, met ● Staff members (as individuals and as a team) promptly take steps to raise and act on concerns about matters that might have an impact of the quality and safety of supports provided to residents ● Staff members act with integrity, honesty and transparency ● A culture of teamwork where staff members feel safe, valued, respected and included
Interpersonal Skills/ Communication	<ul style="list-style-type: none"> ● Negotiate solutions and support the resident's strengths, capacity and circumstances ● Ability to communicate professionally to internal and external stakeholders ● Acknowledge the importance of personal identity, family, community and culture for individuals (e.g., residents and colleagues) and be aware of personal assumptions and biases 	<ul style="list-style-type: none"> ● Residents feel supported to use their strengths, build their confidence and put their chosen coping strategies into practice ● Effective and positive communications with others that are clear, sensitive, inclusive and respectful ● Regular use of common communication techniques such as plain English, speaking clearly, checking for understanding, using body language and keyword signing

	<ul style="list-style-type: none"> ● Adapt communication style to suit the resident (e.g., their age, culture and cognitive ability) ● Understand how the resident's disability can influence their capacity, confidence, relationships and circumstances ● Completes documentation in a timely manner and interacts with others via the use of documentation ● Use of basic conflict resolution principles to handle situations in the workplace 	<ul style="list-style-type: none"> ● Relationships with residents and families are based on mutual respect ● Residents are supported to liaise with professionals regarding their personal and service delivery needs ● Observations are recorded, notes taken and reports prepared that provide objective and accurate information
Problem Solving/ Decision Making	<ul style="list-style-type: none"> ● Demonstrates initiative in identifying and resolving problems, referring complex issues to House Manager ● Seeks House Manager's assistance when necessary ● Flexible and responsive in how to provide support to residents including varying own work schedules and seeking support for specialised help ● Address differences in opinion constructively and in a timely manner ● Thinks creatively when supporting residents to explore innovative solutions, manage complexity and ambiguity ● Understands the way residents see risk and supports them to identify and manage any risks associated with their choices ● Identify and assesses quality of service delivery, and communicate and actively promote areas for improvement 	<ul style="list-style-type: none"> ● Quality of service delivery for residents is maintained and where possible, improved ● Barriers to residents achieving their goals or receiving support and services are identified, communicated and removed ● Essential duties are prioritised, work schedules are organised and the staff member manages their time well to fulfil work requirements ● A safe and healthy environment for residents, families and staff members ● A culture of continuous improvement
Legislation / Standards/ Practice	<ul style="list-style-type: none"> ● Adheres to all relevant legislation and standards such as Work Health and Safety (WHS) and NDIS Code of Conduct ● Keeps up to date on current best practice frameworks, principles and expectations related to own work ● Follows the principles and regulations that govern the use of restrictive practices 	<ul style="list-style-type: none"> ● Implementation of plans, sharing information on what's working and where reviews may be required ● Supports and services are provided in a safe and competent manner with care and skill ● A safe and healthy environment for residents, families and staff members

	<ul style="list-style-type: none"> ● Ensure safety of residents, self and others ● Is alert and takes action if there are signs the resident is experiencing discomfort, distress or poor health ● Knowledge of legal rights, procedures and support for residents to raise issues and make formal complaints ● Identifies and reports all policy/procedural breaches ● Reports incidents of discrimination, exploitation, neglect, abuse or violence relating to residents and support them to exercise their rights to take action 	<ul style="list-style-type: none"> ● Application of WHS responsibilities, policies and procedures ● Hazard and risk management, including: <ul style="list-style-type: none"> ○ Identification of potential or actual workplace hazards ○ Implementing methods to reduce or control risks ○ Completion of hazard and incident reports ● Performs role using safe work practices in areas such as: <ul style="list-style-type: none"> ○ Infection control procedures ○ Manual handling procedures ○ Shift notes and incident reporting ○ Medication management plan ○ Safe food preparation, handling, storage and labelling ● Staff members act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with the relevant laws and conventions ● All reasonable steps are taken to prevent and respond to all forms of violence, exploitation, neglect and abuse of people with disability
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