

Position description

Title of the role:	Support Worker (CDS)
Classification:	Level 2
Schedule:	Schedule B
Program Area:	CDS
Location:	Hobart, Tasmania
Reports to:	CDS Coordinator
Last Revised:	February 2024

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Our Approach to Service Delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

Refer to **Attachment 1** for a reference to the overall Wellways organization structure.

Consumer Directed Services (CDS) refers to services which are led by and funded by individual consumers. This includes services such as the My Aged Care services & Community Care. These services provide support, care and access to services and technology for Australians with disabilities as well as their families and carers.

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Wellways within the Victoria and Tasmania region offers carer support services and registered services throughout Australia. The Support Worker position is responsible for the delivery of services that allow people in need to live comfortably & independently within their own homes. The successful worker will be someone with the flexibility to work short and long shifts and at times covering for other team members. The shifts will be a variety of tasks such as personal care, domestic care, shopping, transport and social support.

Wellways currently provides the following support categories:

- Assistance with daily Life
- Transport
- Assistance with Social & Community Participation
- Domestic assistance
- Meal preparation
- Personal care
- Shopping assistance

The appointee will be will travel to various locations to deliver services. The role will undertake various support item delivery in accordance with the participant's care plan. The appointee will work within the service systems of the Wellways Policy & Procedures, always working within the scope of practice they are employed for.

Refer to Attachment 1 for a reference to the overall Wellways organisation structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
<p>Support Providing direct support to participants within the framework of the organisations policy and procedures, all applicable legislative standards and any relevant accreditation standards to deliver services.</p>	<ul style="list-style-type: none"> • Support Categories include: <ul style="list-style-type: none"> • Assistance with Daily Life • Transport • Assistance with Social & Community Participation • Domestic assistance • Meal preparation • Personal care • Shopping assistance • Engage participants in developing professional and trusting relationships • All services delivered to participants are to be approved by sign off by the participant • Maintain safe work practices in a healthy and sustainable environment in accordance with occupational health and safety policies, legislation and organisational environmental sustainability/friendly practices
<p>Team Effectiveness Working as part of the team to provide exceptional service deliver to participants</p>	<ul style="list-style-type: none"> • Working as part of the team on the basis of an ethos of collaboration, co-operation, respect and mutual support. • Cooperation with all team members in order to ensure continuity of care and the provision of an exceptional service offer.

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Certificate Level 3 or 4 Mental Health, Disability, Aged Care or Home and Community Care • Current valid Driver's License • Current Motor Vehicle Insurance • Current Working with Vulnerable People Check • Satisfactory Police Records Check • First aid certificate (or willingness to obtain one) • Right to Work within Australia • Physically capable to deliver personal care to participants • Certificate of Completion – NDIS Worker Orientation Module • NDIS Worker Screening Check <p>Desirable:</p> <ul style="list-style-type: none"> • Manual handling certificate • Hoist training
Technical Knowledge and Experience	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience and skills in working with people living with a disability or mental illness • An ability to work with culturally and linguistically diverse communities and individuals particularly the local indigenous community • Commitment to best practice • Demonstrated ability to operate in a way that ensures maximum participation of participants • Prior experience working within a community based organisation • Fluency in other languages

Skills	<p>Physical Capability</p> <ul style="list-style-type: none"> • The ability to provide lifting, turning and transferring of clients • The ability to sensitively and professionally provide personnel care such as bathing, showering, pressure and dressing care <p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with participants • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others. <p>Organising and Planning</p> <ul style="list-style-type: none"> • Ability to manage follow through with participant sign off and collection of rosters <p>Self-Management</p> <ul style="list-style-type: none"> • Motivated, innovative and able to work independently • Understanding of a changing work environment requiring timely and appropriate response to participant needs
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Additional Information

This position description may be modified from time to time to reflect organisational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation:	As per delegation schedule
People – Number of Directs:	n/a
Travel Percentage:	The program worker will be required to use their private vehicle for work purposes. Usage will be reimbursed at the standard mileage rate.
Special requirements:	Adhere to special rostering requirements.

Attachment 1

Wellways Organisational Structure

