

Position title: **Support Worker**  
Reporting to: Team Leader  
Direct Reports: Not Applicable  
Location: Perth Metropolitan Area  
Date:

### **Purpose of this position**

To deliver a broad range of high-quality, flexible, supports tailored to meet the needs and requirements of individuals with disabilities and their families. To ensure all possible plan outcomes and goals are delivered and met.

### **Key Responsibilities and Duties**

Responsibilities and duties include but not limited to:

1. Meet the requirements and follow the goals and strategies of each Individual Plan to assist the person that you support to reach their chosen goals and outcomes
2. Provide reliable, timely and flexible services that best meet the needs of the person you support and their family
3. Attend to the physical and material well-being and safety of the person that you support, while encouraging independence
4. Respect the personal preferences of individuals in meeting their needs and encourage the growth and development of the person you support
5. Support and enhance people's social and developmental opportunities through options of their choosing
6. Provide support and encouragement to the person you are supporting to develop skills and participate in the community in an inclusive way
7. Provide direction and support to volunteers and students on placement or undertaking work experience, and other support workers on the Directions "Buddy Shift", giving guidance and feedback on their performance
8. Ensure that any client complaint or feedback received (written or verbal) is communicated to the Team Leader as soon as possible

### **Statement of Duties – Position Specific**

**Understanding the people we support:**

1. Appreciate and understand the issues experienced by people with disability and their families
2. Act at all times as an ambassador for people with disability
3. Act in a manner that provides positive role modelling for the person that you support in all situations.
4. Maximise the involvement of people and their families in designing and developing their own services and supports.

**Service Delivery:**

1. Protect the human rights of the person that you support
2. Enable the person you are supporting to develop independence by encouraging them at all times to be involved or complete activities themselves
3. Ensure the person you support has real choices in all aspects of their daily life
4. Incorporate opportunities for skill development into all activities
5. Provide opportunities for the person you are supporting to have functional skills
6. Promote opportunities for social, community and civic activities
7. Provide opportunities for the person that you support to experience personal development and fulfilment
8. Follow all individual service plans as directed by the CLO
9. Diligently follow any behaviour management plans with consistency
10. Assist in the development, implementation and review of person-centred support plans in consultation with individuals, their family and CLO that reflect the goals of the individual
11. Provide accurate and timely reporting to your CLO and TL
12. Use and populate client database in accordance with the requirements of Directions and funding bodies
13. Report incidents and hazards as per the incident Policy and Procedure in a timely manner
14. Adheres to the NDIS Code of Conduct and its association with their role in the delivery of supports and services

**Relationships and communications:**

1. Build strong and effective relationships and rapport with individuals, families, CLOs and T;
2. Ensure CLO's and TL are involved in all communications, and encourage families to get in touch with CLO's regarding any issues to do with support
3. Develop and maintain professional and functional relationships with peers and colleagues within Directions
4. Take responsibility for sharing personal knowledge and skills across the organisation and provide training and mentoring through buddy shifts when required
5. Develop and maintain professional links and networks with relevant external organisations

**Reporting:**

1. Follow all reporting and recording requirements of Directions
2. Complete progress notes for all matters relating to the daily activities of the person you support in a timely manner after each shift
3. Report to the CLO any matters relating to the health of the person you support
4. Notify the office immediately if for any reason the agreed working hours cannot be met

## Statement of Duties – General

### Teamwork

1. Work as part of the team and work autonomously as required
2. Attend team and organisational meetings as required
3. Participate in relevant training
4. Demonstrate a willingness to participate in team and planning discussions to resolve potential conflict

### Environment

1. Ensure any procurement of goods and services include consideration of the environmental footprint
2. Minimise wastage of resource materials through reduction, reuse or recycle principles
3. Report environmental issues to appropriate people

### Continuous Improvement

1. Contribute to continuous quality improvement by constantly seeking out opportunities to improve work practices and procedures
2. Assist the quality evaluation process by identifying, incorporating best practice and providing regular reports on quality activities undertaken as required.

### Workplace Health and Safety

1. Contribute to the maintenance of an occupationally safe and harassment- free workplace
2. Ensure workplace health and safety issues are considered in all aspects of duties performed
3. Ensure compliance with statutory requirements and company policies and practices
4. Report all observed safety incidents and hazards and recommend improvements where possible
5. Comply with all state and federal anti-discrimination, bullying and sexual harassment legislation

### Other

1. Support and promote the Mission and Values of Directions
2. Foster a culture where all interactions with staff, individuals, families and stakeholders are aligned to Directions' values
3. Is aware of and follows the requirements set out in the NDIS Code of Conduct
4. Support and promote Diversity and Inclusion in the workplace, including but not limited to age, disability, gender identity, lawful sexual activity, sexual orientation, race, cultural, spiritual, and linguistic
5. Maintain the privacy and confidentiality of any information obtained in relation to the position
6. Conform to and implement the NDIS Practice Standards
7. Work in accordance with Directions' internal quality systems, policies, procedures and protocols

8. Actively engage in performance development
9. Represent Directions in a professional and credible manner in all interactions with the community and other external stakeholders
10. During working hours focus attention on the activities of Directions
11. Conduct all activities in accordance with relevant legislation including Equal Employment Opportunity, Anti-discrimination, and Occupational Health and Safety
12. Complete all other tasks as directed by the CEO or delegate that are reasonable and appropriate for the role.

## Selection Criteria

### Essential Requirements

1. Effective communication skills with people with disability and their family and peers
2. Good time management and ability to work unsupervised and follow duties and tasks of a designated support plan
3. Accurate record keeping and objective report writing
4. An understanding and appreciation of the value of skills development, choice, empowerment and social interaction in people's lives
5. Ability to work with individuals from a range of social, financial and cultural backgrounds
6. Sound manual handling skills as required within the disability sector, with an average / high level of basic fitness
7. Ability to cope with changes in work demands

### Desirable

1. Cert III in Disability Services
2. Experience working with people who have a disability

## Additional Requirements

This position will be required to provide the following –

- Proof of Qualifications (if relevant)
- Current and valid NDIS Worker Screening Check
- Have the appropriate rights to work in Australia
- Current Driver's Licence
- Roadworthy, appropriately registered and insured vehicle

## Reporting Lines

### Reporting Relationships

Chief Executive Officer

*Responsible to*

Operations Manager

*Responsible to*

Client Liaison Officer & Team Leader

*Responsible to*

**This Position**

## Position Type and Remuneration

Employment framework: Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)

### Position Status

**Position Type:** Part-time or Casual

**Position Term:** Fixed Term Position or Casual - As per Individual Employment Contract

**Period:** As per Individual Employment Contract

### Remuneration

**Award Level:** SCHCADS Level 2  
(Plus Salary Packaging)

**Superannuation:** Statutory Superannuation Guarantee

## About Directions

Directions was established in 1994 and has been providing a wide variety of support services since then across the metropolitan area.

We pride ourselves on providing relationship-based support that enables people to dream big and achieve their desired goals. We recognise that support is not limited to the person with disability, and we work flexibly and innovatively with families, strengthening the entire unit.

Directions supports people who have access to their own funding through the National Disability Insurance Scheme (NDIS), and through block funding in areas not yet covered by NDIS.

Our staff and volunteers are an exceptional group of people who build strong relationships with the people that we support and their families and thrive on sharing their lives.

We provide opportunities for people to participate in family and community activities of their choice that: encourage lifelong learning; lead to increased independence; promote friendships; and enable people to actively contribute to their community.



**PC-F-006**

Position Description: Support Worker

### Our Values

Working together / Having energy and enthusiasm / Making a difference / Being creative and flexible / Being compassionate / Being honest

As the incumbent of this position, I confirm I have read the Position Description, understand its content, agree to work in accordance with the requirements of the position and understand that my performance will be assessed against these responsibilities.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee Name \_\_\_\_\_