

## Position Description

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<b>Position:</b>	<b>Support Worker</b>
<b>Reports To:</b>	<b>Team Facilitator</b>
<b>Date:</b>	<b>17 February 2016</b>

### Avivo Vision and Values

Avivo's Vision is: people living as valued citizens, making their own decisions, developing their abilities and growing in their relationships.

We support people across Western Australia who require individualised assistance to live at home due to disability, frailty or mental illness. We work together with people and families to plan, coordinate and provide support and services as they choose to lead their lives.

We are committed to ensuring people and families have excellent support and services.  
We:

- Respect each person, value their strengths and listen to what is important to them.
- Work in a partnership with people and families, respecting the decisions they make about their lives and work together to do things better
- Have a 'can do' attitude to support people to lead their lives. We are optimistic and innovative as well as practical and persistent
- Value our employees, developing and supporting each other to do good work.

### Primary Purpose of Role

The Support Worker works directly with people providing practical assistance to support people to live at home with dignity, connected with family and community. The Support Worker works in partnership with individuals, family members and other support workers to provide quality support and achieve positive outcomes for people. This position works in conjunction with an Area or Unit Coordination team.

## Key Responsibilities

- The Support Worker is responsible for providing practical support, care and service to people, enabling them to live with dignity in their own home connected with family and community.
- The Support Worker works in partnership with individuals, their families and carers, supporting them to be in control of their own lives and supports and the services they choose.
- The Support Worker is responsible for working in a team of support people that have a specific focus such as a person, program or service.
- The Support Worker works with their supervisor and Coordination team to ensure that supports and services are provided effectively and efficiently to meet people's needs.

## Positions Reporting directly to this Position

- None

## Duties

- **Understanding the individuals we support:** Work alongside each person, developing a real understanding of who they are, their strengths and needs and the way they like to be supported.
- **Service Delivery:** Provide quality support to people in their own home and community. Provide assistance using a range of approaches depending on the needs and choices of the person. Approaches may include being a personal assistant, providing practical support to family, providing household support, guiding or mentoring people, connecting people to their community or providing specialised care. Have a clear understanding of the values and quality required in providing support to each person. Improve services by listening closely to what people want, helping to identify opportunities for improvement and to problem solve issues. Participate in team meetings as well as coaching to further understand the role and develop support skills.
- **People leadership, supervision and development:** Take responsibility as a team member to ensure work assists people to live with dignity in the community in control of their lives and their supports and services. Responsible for preparing for and participating in regular supervision, appraisal and professional development as well as attending required meetings. Reflects on own strengths and needs within work and discusses these with the Team Facilitator. Ensures the Team Facilitator is provided with appropriate information and updates on the supports and services provided to people.

- **Relationships and communications:** Develops positive working relationships and strong communication links with other Support Workers, Team Facilitator and members of the Coordination Team, and other Avivo employees. Develops good working relationships with other health professionals, providers and community groups where necessary.
- **Planning:** Provides feedback and information about people's changed circumstances at all times to the Team Facilitator and/or Service Coordinator. Reports on progress in meeting goals, any unmet needs and any issues or concerns. Works in partnership with people, families and the Team Facilitator to ensure individual's support needs are met when other staff are on leave or unavailable. Assists in organising rosters or cover for own annual leave with the assistance of the Team Facilitator and the Coordination team.
- **Resource Utilisation:** Works with the Coordination team to ensure that resources are used as efficiently as possible. Ensure that travel and other expenses are contained as effectively as possible without compromising the needs of people they support. Ensures all appropriate administrative processes are completed in an accurate and timely manner.
- **Safety:** Works safely and follows Avivo's Occupational Health and Safety policies and procedures. Monitors and manages risks, incidents and hazards for themselves, employees and people we support.

## Key Measures

- People supported report that the support worker:
  - Is respectful of them and their families
  - Works in partnership with them to achieve their goals
  - Is reliable
  - Is thorough and competent in their work
  - Communicates in an appropriate and respectful manner
- Reflects on and discusses work practice in supervision and seeks to continually improve and develop.
- Preparation and participation in supervision and appraisal
- Regularly provides input into effective ways to support people to achieve their goals.
- Effectively responds to people's issues and concerns and reports these to the Team Facilitator or Coordination team.
- Efficient use of time, travel and resources in providing support to people.
- Participation in team meetings, cluster meetings and training
- Completes required paperwork in a timely and professional manner

## Selection Criteria

- Displays attitudes and behaviours that demonstrate Avivo's vision and values
- Experience in providing support to Elders, People with Disability or Mental Health issues.
- Demonstrate contemporary professional knowledge values and practice.
- Ability to think creatively and work alongside people to practically find ways to support them to live in the community.
- Strong problem solving and decision making skills.
- Good planning and organising skills.
- Excellent communication and interpersonal skills with ability to relate well to all people – the people and families supported, the employees and the community
- Works effectively with others demonstrating cooperation and good communication skills
- A Certificate and/or experience in disability, aged care or mental health or working towards this with experience in providing services to individuals and their families.

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

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