

Position title	Respite, Aged & Disability Support Worker	Reference	SW-RAD-NHUL-EARO
Reporting to	Manager - Respite, Aged & Disability	Location	Nhulunbuy
Division	East Arnhem Regional	Section	Respite, Aged & Disability Services
Approved	EM Community Care and Access	Date	June 2022
Comments: Please note that this position requires flexibility to work outside of normal hours			

Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

Purpose of the Position

You will provide direct care and practical assistance to individuals and in approved group activities which enable participants to live as independently as possible in their own home and community of choice, and maintain quality of life. Operating within Aged Care and NDIS standards and from a wellness approach, you will provide flexible, responsive and individualised support in home, centre and community settings. This role may require some flexibility of hours and travel across the communities on the Gove Peninsula region.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position Specific Requirements

1. Certificate III in Individual Support or Community Services or willingness to obtain, and/or direct experience working in the sector.
2. Ability to provide quality individualised services as identified in their support plan that assists people to maintain their independence and participate in their community
3. Demonstrated ability to adapt to changing circumstances and make good decisions under pressure
4. Ability to maintain personal and professional boundaries
5. Ability to promote services and raise awareness of issues impacting on the target group of vulnerable older people and people with a disability and create innovative responses to address needs
6. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including other service providers, families / carers and key stakeholders
7. Well-developed writing and ICT skills including the ability to maintain client related records and produce good quality internal documentation in a timely manner
8. Demonstrated teamwork skills, resilience, ability to work independently, multitask and work under pressure and commitment to a productive, cooperative and friendly workplace
9. Willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. Demonstrated currency of pandemic and job specific vaccinations (and boosters).
8. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Provide culturally safe and outcome focused support & group work

- Provide professional focused support & group work services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation
- Provide culturally safe and inclusive practices which respect diversity and support Indigenous people to maintain connection to family, culture and country
- Undertake safety and risk audits in relation to support & group work, putting appropriate strategies in place in terms of family violence/the potential for aggression
- Contribute to a service culture of participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care
- Work collaboratively with individuals, families and key stakeholders to undertake support and group work

2. Provide & participate in stakeholder engagement activities

- Maintain networks of relevant government and non-government organisations and relevant private providers to leverage support for the target group
- Ensure engagement with stakeholders to develop and work together on community projects of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing older people and people with a disability
- Support and participate in regular documented team meetings which include general business, client updates / case reviews, service planning and in-service training

3. Provide program administration, client records and reports

- Maintain comprehensive client documentation, ensuring data is entered correctly into the sms database, and client file records are up to date and ready for audit and/or provision to external authorities as required
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence, critical incidents are met
- Contribute to internal reporting ensuring content is accurate and of high quality
- Undertake other tasks as directed by the Program Manager Respite, Aged and Disability and Regional Operations Manager East Arnhem Regional Office commensurate with your skills and qualifications including acting higher / different lateral duties and or additional projects as required

4. Maintain program quality within RAD

- Embed reflective practice into RAD to ensure valuable learning's from client and stakeholder feedback, complaints and investigations are captured and lead to service improvements
- Contribute to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of youth friendly client feedback approaches
- Maintain a safe working environment in accordance with legislative requirements and policies and procedures; with a strong focus on prevention, mitigation of risk, effective case management and reflective practice

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.

- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).