

Position Description

Position Title

Support Worker

Division

Acquired Injury Support Services

Reports to

Service Manager - Acquired Injury Support Services

Function

The Support Worker provides direct care and support assistance to Anglicare clients. The Support Worker ensures the individual needs of clients are met, specifically in the areas of personal care and developmental, social, recreational and emotional needs in accordance with rehabilitation, healthcare and support focus plans, and relevant standards, policies and procedures of Anglicare.

Anglicare Mission

Anglicare, in response to the Christian faith, strives to achieve social justice and to provide the opportunity for people in need to reach fullness of life.

Anglicare is committed to:

Anglicare Tasmania is committed to the safeguarding of children and vulnerable people. All applicants applying for positions with Anglicare Tasmania must undergo screening processes prior to a successful appointment.

Anglicare Tasmania is an Equal Opportunity (EEO) employer and welcomes applications from people from Aboriginal and Torres Strait Islanders (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and LGBTIQ+ communities.

Anglicare Tasmania is committed to providing an inclusive and respectful work environment where all people are valued and have equal access to opportunities to reach their full potential.

This is upheld by:

- Working for the common good and a just and healthy society
- Working together with government, business, the community and churches to build a better future
- Valuing and celebrating difference and diversity within society
- Reconciliation with Aboriginal people
- Offering our support to all who need it, for as long as they need our help
- Empowering our clients and treating them, their situations and their choices with respect
- Upholding human rights

- Joining together with those who suffer disadvantage and injustice to call for change
- The safety and protection of children involved in our activities and programs.
- Providing a range of opportunities for people accessing our services and seeking our support to be actively involved in decision-making processes, service design, continuing development and promoting broader social change.
- Providing an inclusive and respectful work environment where all people are valued and have equal access to opportunities to reach their full potential

Standard Position Requirements

- Required to hold and maintain a current Driver Licence;
- Required to provide a satisfactory unsupervised contact with children or vulnerable people type National Police Check no older than 12 months and have a current Working with Vulnerable People card (Employment Category) including NDIS Screening Check if you are applying for the first time or have renewed your registration since 1st February 2021.
- Required to provide a satisfactory International Police Check if you have resided for 12 months or more outside of Australia after the age of 16;
- Required to undertake Anglicare's NDIS, Safeguarding Children and Abuse Prevention Programs prior to working directly with children or vulnerable people;
- Required to undergo an employment health assessment which allows Anglicare to be aware of potential and actual health issues for employees and (if appropriate) to work with individuals to ensure we manage these appropriately (e.g. tailoring the work environment to cater for specific requirement/s);
- Conform to Anglicare's conditions of employment, Code of Conduct, Confidentiality, Anti-Discrimination, Bullying and Harassment policies, Work Health and Safety, and Smoke Free Work Site policies including signing a Personnel Declaration;
- This position is mandated by law to report all current concerns about the safety, welfare and wellbeing of a child as well as any suspected abuse or neglect of a person living with a disability or an ageing person.

Specific Position Requirements

- Required to hold and maintain a current Medication Administration, First Aid and Manual Handling qualifications through provided training courses;
- Be willing and available to work a variety of shifts over a 24 hour period if required;
- Carry; and use an Anglicare Identification Card.

Primary Tasks

- Support people living with a disability in all aspects of their daily life including, but not limited to, personal care, medication administration, manual handling, community access, meal preparation and transport;
- Work with a client centred approach to assist and support clients to live a full life and develop additional skills in line with their goals and support plan;
- Be physically fit and able to perform the role safely (including prolonged periods of lifting, pulling, pushing, moving, transferring, twisting and supporting) of materials, equipment and clients, of varying weight, capacity, and sizes;
- Interact and build genuine interpersonal and appropriate relationships with clients, their families, visitors, colleagues and external stakeholders whilst maintaining privacy and confidentiality for the people we support;

- Implementing client skill and activities programs under limited supervision either individually or as part of the delivery of Disability Services;
- Providing a wide range of personal care services to residents under limited supervision either individually or as part of a team;
- Contribute to and actively ensure a quality service is provided through appropriate record keeping, timely incident reporting and participation in ongoing training and development;
- Undertake administration tasks and responsibilities in accordance with Anglicare Tasmania policy and procedures;
- Work as part of a team to maximise outcomes for the people we support and ensure a coordinated, consistent approach to service delivery;
- Maintain a safe working environment by adhering to WHS policies, procedures and guidelines and by working in a responsible manner to ensure the safety of oneself, other employees, clients and visitors to Anglicare;
- Other reasonable duties as directed by a manager.

Demonstrable Competencies

The incumbent will possess demonstrable competency, knowledge, understanding and/or skills in the following areas:

- An understanding, genuine respect and appreciation of the issues and barriers experienced by people living with a disability with a demonstrated commitment to the role;
- Ability to be flexible, reliable and deliver effective support to people with a disability;
- Knowledge of, or the ability to acquire knowledge regarding operational policy and procedures and statutory requirements applicable to the provision of disability support services;
- Good interpersonal communication skills including the capability to build genuine interpersonal relationships with participants as well as strong basic numeracy, literacy and computing skills;
- Strong written and verbal communication skills with the ability to understand organisational and participant documentation
- Ability to remain calm and respond effectively in an emergency situation;
- Ability to work individually and also as part of a team.

Essential Qualifications and/or Experience

Certificate III in Individual Support or a similar qualification deemed to be of equal standing.

Direction or Supervision Required

- The performance of the Support Workers is subject to regular supervision by a Service Manager and other higher classified employees;
- The Support Worker operates within established routines, methods, standards and procedures and may exercise limited initiative and judgment within clearly established procedures and guidelines.

Level of Responsibility

- Responsible for managing time, planning and organising their own work, ensuring shift duties, checks and balances are completed in accordance with prescribed procedures. The Support Worker may be required to oversee or guide the work of a limited number of lowered classified employees or volunteers on a shift;
- The role exercises limited judgement and must adhere to and resolve minor work procedural issues within established policy and procedures;
- The Support Worker is accountable to their immediate supervisor for all aspects of service delivery whilst at work;
- The Support Worker has no delegated authority.