

DEVINE MANAGEMENT GROUP PTY LTD
A.C.N. 103 913 748

POSITION DESCRIPTION

Position Title:	Support Worker
Reports to:	The Director
Location:	Toowoomba, Queensland (Other sites as directed)
Award:	Social, Community, Home Care & Disability Services Industry Award 2010
Level:	Pay point Level 3.1
Salary:	Base salary of \$23 per hour
Terms:	Casual

Organisational Environment:

Devine Management Group provides services to its client. Funding for the organization is provided by a number of government departments and non-government bodies. Reporting requirements must be met for each of the funding bodies and they are an integral part of the organisation's operation.

Service delivery is concentrated on the provision of the flexible care to meet the needs of the client. Care is provided in either the home or the community as required.

Purpose of Position:

The primary purpose of this position is to provide care to the client under the direction of the client. Various administrative duties that form part of the care program are also tasks that are required to be completed by the Support Worker.

Roles and Responsibilities:

The Support Worker is required to:

- Travel with the client from time to time.
- Do sleepover shifts.
- Backup for other staff at times when they are unavailable.
- Undertake routine administrative duties as required, including filing, recording Client record/s management, report writing etc. (Basic Computer Operating Skills may also be required).

- Provide support to the client based on a sound understanding of the client's disability and the relevant support strategies e.g. facilitative communication Strategies, Safe Lifting and Transferring Strategies and other Occupational Health and Safety Strategies.
- Provide the client with individualized support specific to the needs of the service user as identified in their Individual Support Plan
- Provide positive, encouraging and respectful communication to the client, acknowledging their rights and responsibilities as identified in relevant legislation e.g. Freedom of Information Act and the Privacy Act, the Disability Services Act and the Disability Discrimination Act.
- Ensure that the support is provided in a safe environment that is free from any risk of abuse and/or neglect.
- Provide support in a range of related community activities including social, recreational, and activities of daily living, that enables the client to participate and integrate as an inclusive member within their community.
- Provide support services that are aimed at enhancing the skills, life experiences and valued community roles of the client e.g. Membership of a club or group, friendship roles.
- Assist the client to attend to their health needs including administering medication in accordance with Devine Management Group procedures.
- Participate wherever possible in the planning, development and reviewing of the client's care plan by working in conjunction with the client.
- Provide encouragement and support to the client to assist the client to participate in the planning and reviewing of their individual support plan and decision making about the support that they want to receive.
- Work within the organisation's contemporary human resource management strategies i.e. compliance with current legislation such as Equal Employment Opportunity, Queensland Anti-Discrimination Act, Industrial Relations Reform Act, Privacy Act and the Workplace Health and Safety Act.
- Comply with and remain up to date with all of the organisation's policies and procedures as well as current philosophies, Disability Service Standards and relevant legislation relating to the Disability Service Industry e.g. The Disability Service Standards and the Queensland Disability Service Standards.
- To attend all staff 'in house' training.
- any other task within your skills, knowledge and experience or additional training

Educational Qualifications:

Educational qualifications are not compulsory however Certificate III in Community Services – (Disability Services) is most desirable.

Skills, Competencies and Attributes Required:

Human Behaviour

- Ability to demonstrate a respectful and professional working relationship with the client and staff of the organization.
- Ability to provide encouragement and support to the client to reach their goals and desired outcomes within established policy and guidelines.
- Ability to demonstrate empathy and listening skills when working with the client.

Work Practices

- Ability to attend to their Duty of Care for the client to ensure wherever possible that they are free from any neglect or abuse.
- Ability to organize and prioritise daily work activities, both interpersonal and administrative.
- Ability to practice work techniques and strategies according to occupational health and safety workplace requirements.
- Ability to provide support to volunteers or to new employees,
- Ability to work with integrity and represent the organization in a positive and valued manner when working with the client.
- Ability to participate in all staff training events and apply the information provided at the training to their work practices.
- Ability and commitment to further develop professional knowledge, skills and competencies in areas relevant to the needs of the client, current legislation, industry standards and the organisation's policies and procedures.

Communication

- Ability to consult and liaise effectively with the client and staff. (Verbally, non-verbally and in writing).
- Ability to write reports and document the data accurately and professionally.
- Ability to follow written and verbal instruction.
- Ability to seek guidance and counsel from the client.
- Ability to resolve conflicts and problem solve in an effective manner.
- Ability to communicate effectively as a member of a team.

Confidentiality

- Ability to maintain confidentiality in all work related matters and work according to the organizations Privacy, Dignity and Confidentiality Policy and Procedure.

Certificates and other essential requirements:

- Current Drivers License
- Current Criminal History screening (Updated every two years)
- Current Personal History Check
- Disability services positive notice card

NOTE:

- Applicants are required to address each Selection Criteria.
- Devine Management Group is a non-smoking environment.
- Devine Management Group is an equal opportunity employer.
- Staff may be required to work shift work.

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EMPLOYEE AGREEMENT

I (full name) agree to work according to the conditions stated in the above Support Workers Position Description for Devine Management Group.

Signed:.....

Dated:

Witnessed by:

The Director

Dated: