

Position Description

SUPPORT WORKER

Position title:	Support Worker
Service:	Greystanes Community Living
Award:	Social, Community, Home Care and Disability Services Industry Award
Responsible to:	Practice Manager and Practice Leader, Community Living
Responsible for the following staff:	None

Position Summary:

Support Workers provide personal care, community access and person-centred supports to people with intellectual disabilities and complex needs to assist them to undertake everyday activities, whilst fostering independent living skills and to empower them to make choices that will lead to fulfilment and achievement of individual goals.

Support Workers work within a 24-hour, 7 day a week roster and are located at any of Greystanes' community homes throughout Penrith and the Blue Mountains. Support Workers work in conjunction with Practice Leaders, Registered Nurses and the Allied Health staff, and are directly responsible to their Practice Manager.

Performance Monitoring

An initial review of performance will be undertaken within 3 months and then formally reviewed every 12 months based upon this position description.

Position Description last reviewed: Sept 2017

Next review date: Sept 2019

Inherent Requirements of Position	
Physical Requirements:	<ul style="list-style-type: none"> • Bending and Lifting – Regular • Physical direct care duties/equipment usage – Regular • Physical household duties – Regular • Standing – Regular • Driving – Regular • Computer based tasks - Occasional
Role Challenges and Essential Requirements:	<ul style="list-style-type: none"> • Ability to work independently and unsupervised • Flexible availability including early mornings, late nights and weekends • Ability to maintain stable performance under pressure • Undertake active night shifts as required • Successful completion of all compulsory training requirements including completion of Self-Directed Learning Packages.
Key Selection Criteria & Skills/Attributes	
Essential	<ul style="list-style-type: none"> • A positive attitude to people with a disability • National Police Check • Current First Aid certificate • Unrestricted NSW Driver's licence • Unrestricted right to work in Australia (<i>visa evidence required</i>) • Well-developed communication and interpersonal skills • Fulfils inherent requirements of position as described above, including: physical requirements and role challenges • Ability to tolerate stress, maintaining stable performance under pressure and relieving stress in a manner that is acceptable to the individual, others and the organisation • Ability to implement Person Centred Active Support • Ability to work cooperatively as part of a team
Desirable	<ul style="list-style-type: none"> • Certificate III in Disability or higher or other relevant related fields • Previous experience in the provision of support services to people with disabilities who have complex needs • Reliable vehicle
Key Responsibilities	Measurable Outcomes
Person Centred Active Support & Direct Care Duties <ul style="list-style-type: none"> • Implement person centred plans (PCP's) in conjunction with other staff and manager. Be involved in the development of health care and PCP's. • Undertake the personal support role with dignity and acknowledgement of the person's abilities and strengths • Provide the people we support with opportunities for personal growth and skill development in line with PCAS. • Support people to have positive experiences in accessing the local and wider community. Support people to have positive relationships with their family, friends and significant others. • Assist people in undertaking a range of activities of daily living including:- <ul style="list-style-type: none"> ○ Medication, personal and self-care ○ Food preparation and mealtime assistance ○ Dressing and maintenance of personal hygiene ○ Communication ○ Mobility • Assist people with decision-making and problem-solving 	<p><i>Undertakes all personal care duties and community inclusion tasks in line with active support model.</i></p> <p><i>Demonstrates active contribution to goals as per PCP.</i></p> <p><i>Undertakes medication, personal care and transport of people we support with strict adherence to procedure and PCP's all of the time.</i></p>

<ul style="list-style-type: none"> • Perform personal support work with professional integrity and ensure the privacy and confidentiality of personal information • Work with people with high and complex physical support requirements • Provide prescribed physiotherapy to people we support as directed by Physiotherapist; • Undertake physical household tasks with people we support participating where possible • Transport people safely and comfortably, including the safe use of vehicle wheelchair restraints. 	<p><i>Undertakes physiotherapy as part of normal shift arrangements</i></p>
<p>Documentation</p> <ul style="list-style-type: none"> • Maintain accurate written records in accordance with guidelines including: <ul style="list-style-type: none"> ○ Medical records ○ Health & Safety requirements ○ Maintenance of accurate financial records including the collection and storage of receipts where staff are required to have direct involvement in handling people's funds • Accurate and timely completion of payroll related admin 	<p><i>Timely and accurate completion of all support and procedural related paperwork according to specific guidelines, procedures and work instructions.</i></p>
<p>Professional Development and Teamwork</p> <ul style="list-style-type: none"> • Attend all mandatory training sessions and be actively involved in other training and development as required. • Communicate appropriately with people we support, their families, service providers and staff of the organisation. • Attendance at team meetings and the annual conference as required • Completion of Annual Performance Review and Support & Supervision sessions 	<p><i>Attendance, participation and successful completion of all mandatory training and team meetings as required.</i></p>
<p>Adherence to Policies, Procedures and Work Instructions</p> <ul style="list-style-type: none"> • Take reasonable care for health and safety of self and others in the workplace • Follow WHS Policies, Procedures and Work Instructions • Promptly report all hazards, incidents and injuries to the immediate supervisor or manager. 	<p><i>Demonstrates adherence to policies, procedures and guidelines at all times.</i></p> <p><i>Demonstrates a commitment to upholding employee responsibilities of WHS Policy at all times.</i></p>
<p>General</p> <ul style="list-style-type: none"> • Accept direction and supervision from Practice Manager/Practice Leader • Demonstrate capacity to work without direction • Administer first aid as required • Promote harmonious running of household consistent with the requirements of this position description and other program guidelines and report and manage disruptions as per procedures • Act in a professional and respectful manner at all times when dealing with the people we support, their families, service providers and staff of the organisation. • Participate in and contribute to quality improvement efforts to meet service, accreditation and other standards. 	<p><i>Exhibits characteristics of reliability, punctuality and professionalism at all times.</i></p> <p><i>Complies with the GDS Code of Conduct.</i></p>

Employee Declaration

Agrees to notify Greystanes Disability Services immediately of any change in my capacity to meet the requirements outlined in this PD, such as any changes in:

- Driver's licence status (where applicable to the role)
- Police Check status
- Capacity to fulfil inherent requirements of the role.