

## POSITION DESCRIPTION

<b>Role:</b>	<b>Support Worker</b>
<b>Banding:</b>	SW 1-10
<b>Department</b>	Supported Accommodation
<b>Business Unit:</b>	Supported Accommodation
<b>Reporting To:</b>	Team Leader
<b>Position(s) Under Direct Supervision:</b>	Nil

### PURPOSE

Creating inclusive communities for people of all abilities

### VISION

To understand connect, and partner with the community to enable customers to achieve their aspirations.

### VALUES

**Providing excellent customer service**

We aspire to being the best and want customers to feel satisfied they are receiving the highest quality support to meet their individual needs.

**Looking for better ways**

We review our performance and look for ways to improve.

**Working together**

We understand that underpinning our success is our ability and willingness to work together.

**Being professional & accountable**

We model professional standards appropriate to our role, whilst demonstrating respect and courtesy in our treatment of others.

## 1. PURPOSE

The purpose of the Support Worker is to assist Rocky Bay customers to be a partner in possibility. Ultimately the role exists to assist with NDIS supports and services to people with disability.

## 2. EXPERIENCE & SKILLS

- Active Support Experience in a disability setting or similar person-centred active support.
- Medication Administration Experience
- Ability to read support plan and mealtime management plan.
- Experience in manual handling experience such as hoisting, slide sheets, wheelchair management, strapping, ceiling, and floor hoists etc.
- Person centred approach experience
- Experience with people with behaviour of concern.
- Experience with high intensity customers. – not essential but highly regarded
- Resilience and the ability to bounce back.
- Ability to learn / and a willingness to learn new skills.
- The experience to understand when customers need extra support.
- Excellent Communication – the ability to communicate effectively.
- Ability to work flexible hours including weekends and other houses in Rocky Bay.

### **Desirable**

- Different types of active communication e.g., AUSLAN (not essential)

### **3. QUALIFICATIONS & CERTIFICATIONS**

- A qualification in Certificate III in Individual Support or Certificate IV in Disability is regarded but not essential.
- A 100-point Identification Check on commencement,
- Valid C class Western Australian Drivers Licence and relevant personal car insurance,
- Valid NDIS Worker Check
- Valid First Aid & CPR Certificate
- NDIS Worker Orientation Module
- Mandatory COVID Vaccination (Booster) or willing to obtain
- Mandatory Flu Vaccination or willing to obtain.
- Valid Australian Working Rights and or visa status.
- Must be willing to work across all Rocky Bay Houses as directed.
- EDS (Mealtime management or similar) training
- Personal Care training & Manual Handling training

### **4. KEY RESULT AREAS**

#### **Customer Service**

- Effective relationships are developed with peers and colleagues, including relevant external agencies.
- All communications with stakeholders are appropriate by also being culturally respectful and linguistically diverse.
- Implement customers development and support plans including complex care participants.
- How to competently manage a care plan in a supportive and respectful manner.
- Providing personal care in a dignified and respectful way.

- Assist with medication administration and treatments according to the relevant support plan.
- Managing behaviours of concerns daily and adhering to choose and control principles and / or restrictive practise principles.
- Shop, order and cook meals in the homes and willing to do the task despite personal beliefs and a willingness to support the preparation of meals for customers, notwithstanding person beliefs and traditions.
- Swimming – ability to do water walking and other water-based activities with customers as and when required.

### **Administration**

- Ensure all relevant administration tasks relating to the role are completed in a timely, proficient, and accurate manner, including any employee self service administration.
- Complete required documentation and case notes each shift as required and directed.
- Understand the importance of recorded accident and incidents for Safeguarding requirements and OH&S.
- Complete timesheets and required paperwork as an employee of Rocky Bay.

### **Teamwork and Contribution**

- Function as a role model by consistently following Rocky Bay values and professional behaviour.
- Contribute to positive team culture by actively engaging with team members.
- Identify ways to improve administrative processes and tasks to improve efficiencies and reduce administrative burden.
- Work constructively and cooperatively with managers, peers, and colleagues.
- Attend and participate in staff/team meetings and workshops as required.
- Engage and participate in opportunities to enhance personal growth, team cohesion and development.

### **Financial Management**

- Maintain operations by supporting growth.
- Ensure accurate records are kept.

### **Governance**

- Ensure compliance with all relevant legislation, standards, and regulations to minimise risk and enhance Rocky Bay brand reputation.
- Ensure compliance with organisational data management requirements so that security and integrity of all customer data is upheld.
- Ensure the delegation of authority matrix is always followed.

## **Work, Health & Safety & Risk Management**

- Create a safe work environment for self and colleagues by reporting any concerns that may compromise Rocky Bay's duty of care.
- Perform duties in accordance with WHS policies, procedures, and guidelines.
- Follow safe and appropriate operation of equipment and vehicles.
- Report any concerns that may compromise Rocky Bay's duty of care.

## **4. AGILITY STATEMENT**

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job and may be subject to change. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time as necessitated by business needs.