

POSITION DESCRIPTION

Role:	Support Worker
Banding:	SW.01 – SW.10
Department	Community
Business Unit:	Community
Reporting To:	Team leader
Position(s) Under Direct Supervision:	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

Support people with a disability to have a good life, make choices and have self-respect.

2. EXPERIENCE & SKILLS (Maximum 6-8)

- Interested in working in the disability services sector.

- Enjoys working with people.
- Good interpersonal and communication skills – both written and oral; able to communicate effectively and listen to others.
- Enthusiastic and positive attitude
- Willing and able to learn new skills.
- Reliable
- Experience in a similar role
- Able to work as part of a team.
- Current C Class driver's licence and competent to drive a minibus (required for some programs)
- NDIS Worker Screening
- Willing to obtain influenza vaccine.
- First Aid Certificate

Desirable

- Good time management skills
- Certificate III Human Services (or equivalent)

3. QUALIFICATIONS & CERTIFICATIONS

- NDIS Workers Screening
- National Police Clearance
- Working with Children Check
- Proof of influenza vaccine
- Proof of COVID-19 vaccinations
- Current Provide First Aid Certificate (HLTAID003 or HLTAID011)
- Secondary Employment Declaration
- Current Drivers Licence
- Proof of working in Australia rights (Australian birth cert/Visa)

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.
- Assist clients with personal care (eg showering, toileting), meal support, housework, community participation as defined in the individual support plan/duty statement.
- Communicate and document any change in the status or needs of individual clients.
- Encourage and assist people to make informed lifestyle choices.
- Give medication as defined in the individual support plan.

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.

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.