



Lifestyle
Solutions

Bindi Workshop

Disability Senior Support Worker

Position Description

Our Purpose

To enable people with disability and their communities to achieve what is important to them.

Our Values

Own It - How we get the job done

Respect Lives Here - How we treat other people

Keep Calm & Be Happy - How we interact with other people

Make It Matter - How we make a difference to other people

We believe that everyone in society should be provided equal opportunity and equal respect.

Our Promise

We promise reliable, responsive, flexible, friendly, empathetic, and caring service.



Position: Disability Senior Support Worker -

Bindi Enterprises Workshop

Role Purpose

To provide delivery of services to the people we support to meet what's important to them, promote their safety and hear their voice within the funding envelope provided.

Role Summary

As a Disability Senior Support worker, you will work within the Bindi Enterprises Disability Service Delivery team to provide reliable, responsive, and flexible services to the people we support in a friendly, caring, and empathetic way. This is better service.

Your role is to actively support a person with a disability to help create a positive impact in their lives. You must ensure the safety and wellbeing of the people we support; and to follow the policies, procedures, and code of conduct of Lifestyle Solutions while doing so.

Service Scope and Description

- You will be allocated to the Bindi Workshop that is part of the Bindi Enterprises team, which may change from time to time.
- You may be required to support other teams within the business
- As part of your role, you will be allocated to work with Supported Employees within the Bindi Workshop and different departments of Bindi Enterprises.
- You will be rostered in consultation with your team and Operations Manager to ensure the needs of the people we support are met

Additional Service Scope and Description for Senior Support Worker

- Provide service-based compliance with quality-of-service delivery per our quality standards, contractual, regulatory, and safeguarding standards and requirements.
- Champion and support processes for maintaining standards of practice as it relates to supported employment, positive Behaviour support and restrictive practice.
- Acknowledgement and actioning of customer, family or Guardian queries, feedback and/or complaints.
- Support consistency and communication within team, with other internal teams and with relevant external stakeholders.
- You will be expected to work with Supported Employees and assist in the design, creation and manufacturing of current and future contracted work and product development in line with Bindi Enterprises values, and approved production framework, consumer demand and contracts.
- Ensuring commissioned work is completed on time, to a high quality and delivered as required.
- This position facilitates creative and innovative development whilst delivering business development opportunities.
- This role is aligned to the core functions and requirements of the support needs and skill development of our Supported Employees, People we support and the productions tasks that are required from the Bindi Workshop and other Bindi departments.
- You maybe from time to time directed by the Bindi Enterprises Operations Manager to

complete additional work, tasks, or product production in line with the current development needs of Bindi Workshop.

Key Internal and External Relationships

- Incident Response team
- Clinical Service Delivery team
- External Coordinators of Support
- Workforce Planning and Rostering team
- Customer Intake and Onboarding team
- Safeguarding teams
- Marketing and engagement team
- Finance and NDIS teams
- Specialist Allied Health support for the people we support
- Mental health, community justice and involved treating teams
- Local businesses and service providers
- Guardians and other key people that will be identified in the customer's plan
- Relevant departments, funding bodies and other stakeholders

Reporting Relationships

Your Bindi Enterprises Operations Manager is your Sponsor

Role Responsibilities: Summary of functions

Supporting People

- Support, read and understand the individual/s plan, including their needs, personal goals, and the outcomes they wish to achieve
- Organise supports for that individual/s for the period of support to assist them in achieving their outcomes
- Provide supports aligned to relevant practice frameworks and service models
- Promote self-determination and cultural identity with the people we support
- Actively support the individual/s to plan for and achieve their daily goals
- Supports may vary depending on needs of people we support and will be agreed with your Operations Manager and your team
- Provide support for Supported employees to learn new skills, develop workforce capacity and build competency towards securing employment opportunities.
- Assist and Support Supported Employees to maintain product assembly productivity and encourage quality work procedures whilst ensuring targeted contract deliverables are being achieved.

Positive Behaviour Support

- Support, read and understand the individual behaviour support plan (BSP) along with protocols relating to approved restricted practices and risk management plan and seek clarity from clinician if required
- Participate in any BSP training and practice reflections
- Collect and submit required behaviour support data
- Work with clinician and team to understand and contribute to individual behaviour support planning, including triggers and agreed de-escalation strategies

Safeguarding

- Prepare the environment for preventative physical or psychological risks for people we support and your team
- Identify, report and action any issues in relation to customer, team member or other persons safety and wellbeing
- Work within the relevant frameworks to ensure trauma informed service delivery
- Report any suspicions, concerns, allegations or disclosures of alleged abuse, risk of harm or neglect to management and comply with your state/territory's mandatory reporting responsibilities
- Complete core training, including violence prevention training and other customer specific training in a timely way (core training must be completed within first 6 months of employment).
- Ensuring Standard Operating Procedures (SOPS) are communicated effectively and followed through in the production of contracted work.

Health Support

- Understand the individual/s health and wellbeing plan, medication documentation and protocols and any other health support plans
- Support the individual/s with visits to local general practice and specialist medical support
- Dispense medication in accordance with agreed protocols and plans
- Communicate any changes to health and wellbeing, medication, or protocols to service specialist, your team, and any other relevant people. Ensure changes are reflected within the systems and files

Teamwork

- Live the values in your everyday interactions with your team
- Actively engage with team members to shared responsibility for the wellbeing, safety, and positive outcomes for the people we support
- Agree daily, weekly, fortnightly, monthly allocation of responsibilities with your team members
- Provide support and knowledge sharing to other team members where you have more expertise
- Participate openly in group reflection and support and team meetings
- Continuously reflect and learn from challenges and experiences to improve the service and the workplace
- Collaborate with your team and rostering team to make the roster as effective as it can be

Administrative Duties

- Complete your timesheet accurately in a timely manner
- Roster accurately in a timely manner
- Update notes about the person we support into the relevant systems
- Record data to measure outcomes for the people we support and the team
- Report customer and team related incidents accurately in a timely manner
- Perform regular file audits and ensure relevant plans and documentation is current and within correct system
- Complete quotations, invoicing and provision of information for external stakeholders
- Provide monthly reports as required

Team-based ways of working

Lifestyle Solutions supports team-based ways of working, each team member is responsible to work together to:

- negotiate and agree goals with your Sponsor that are aligned to the strategic objectives of the organisation

- regularly monitor goals, report progress, identify and implement corrective actions to ensure goals are achieved
- ensure that the skills needed to perform their functions/roles and achieve the Teams' goals are maintained
- provide back-up coverage and perform other duties as required to maintain continuity of contact with other parts of Lifestyle Solutions and external parties within budget, regulatory and compliance parameters
- Maintain a team workplan that captures the teams agreed ways of working

Probity and Compliance Requirements

Requirement	Northern Territory (NT)
National Police Check	Required
Working with Children Check (WWCC)	Required, if working with <18 year olds.
NDIS Worker Screening Check	Required
Pre-employment Medical Report	Required
Covid-19 Vaccination (Dose 1 & 2)	Required
First Aid and CPR Certificate	Required
Current (unrestricted) Driver's License – Travel is required to meet business needs.	Required

Qualifications and Experience

- Certificate III or IV in Disability Support or experience working with people with a disability or similar experience
- Appropriate visa to work within Australia, if necessary
- Relevant experience in carrying out timber production, carpentry, and machinery work.
- Teaching and supervision of a team.
- Clear understanding of behaviour support planning and restrictive practices
- Highly evolved organisational skills and the ability to lead a busy department
- High level of communication and relationship management with the ability to develop new business and creative opportunities
- Proficiency in composing clear and concise notes in English

Other Requirements

- Availability to work the required roster including weekends and overnight shifts
- Ability and commitment to completing core training required for role
- Willingness to undertake therapeutic training and participate in required evidence, evaluation, or research requirements

Values and Motivators

- Display alignment with Lifestyle Solutions values

Compliance with Policy and Code of Conduct

All team members at Lifestyle Solutions must comply with organisational policies and the Lifestyle Solutions Code of Conduct.

Acknowledgement of Role Statement

I, _____ (print name)

Have read and understand the responsibilities of my employment as a Disability Support Worker as outlined in this role statement.

Signed: _____

Date: _____