POSITION DESCRIPTION

Position Title:	**Support Worker** **Level 1.0**
Business Unit:	
Business Directorate:	
Business Division:	Community, Residential & Pathways
Reports To:	Team Leader
Classification:	Activ Direct Care EA 2021
Date Graded:	25.5.21
Date Prepared/Updated:	01/08/25

The genU way

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making. Our mission is to enable each person we support to live the life they choose.

Position Purpose

To provide support and work in collaboration with Activ's customers to maintain skills and develop independence. Through the development, implementation and monitoring of Personal Care Plans, staff will support customers to achieve goals and work towards outcomes.

This may include providing support with daily living skills, health, and hygiene, maintaining

the customer's home environment, supporting social interaction, recreational opportunities, and employment options.

Support will be provided in alignment with the National Disability Standards.

Key Accountabilities of Role

Customer Engagement & Person-Centred Support

- May contribute to the development of customer plans through providing insights into customer goals and capabilities.
- Monitors goals and outcomes by completing relevant documentation
- Adheres to Activ's values.
- Assisting with maintaining and guiding plans for service offerings/supports to meet a customer's goals
- Maintain and adhere to professional boundaries and engagement policies with customers, families, and stakeholders
- Maintain confidentiality with customer information and awareness of diverse needs of customers

Customer Personal Care, Skill Development and Support

- Undertakes domestic duties including cleaning and meal preparation and delivery.
- Attends to customer personal care. During first 6 months of employment this will be under direct supervision.
- Assists in gathering information for development of behaviour support plans.
- Assisting with personal tasks of daily life to develop skills of the customer to live as independently as possible.
- Use appropriate equipment and technology as per support plan for customer's skill development
- Following Activ's Medication Management policy and procedures, whilst maintaining and respecting customers confidentiality
- Ensure that all services delivered to the customer are within NDIS standards and procedures
- Fully understand customer care plans before providing support. Seek assistance/training if unsure of any service needs through the Team Leader or assigned delegate
- Advocating customer needs and wants and promoting self-development through the right channels
- Supporting customers to maintain their personal hygiene, appearance, primary health, and emotional needs
- Supporting access and participation with referrals and/or customer appointments

Leadership and People

- Demonstrates effective team skills (Participates in team meetings, shares knowledge and completes training within designated time frame)
- Experienced staff may provide information and guidance to co-workers on established routine work activities. Supervision of others is not a feature at this level.

- Is willing to participate in and complete relevant industry and client specific training.
- Ability to communicate with people of all backgrounds and work constructively with stakeholders
- Using effective listening skills to seek and share information in a respectful manner
- Report and update Team Leader at first chance on problems that arise, so they can be actioned in a timely manner
- Comply with NDIS legislation at all times, upholding Activ's Code of Conduct and adhering to all Policies and Procedures.
- Flexibility to work across a number of different service offerings at Activ, including Accommodation and / or Community services (as per EA)
- Complete industry relevant or customer specific training to ensure service delivery needs are met
- Aligning individual behaviours exhibited in the workplace to Activ's values and behavioural statements.

Reporting, Documentation and Administration

- Responsible for updating Activ's systems in a daily basis to maintain appropriate notes and documentation for each customer as per case note guidelines. These notes should include changes in a person's achievements, accidents/incidents, self-care and/or behaviour.
- Has basic knowledge of administrative practices and procedures.
- Knows and applies policies and procedures relevant to the workplace.
- Responds to enquiries from customers and stakeholders or escalates, as appropriate.
- Ability to meet all quality, compliance and reporting requirements (NDIS, legislation, law, policies, standards)
- Responsibly managing customer funds and House petty cash by adhering to policies and procedures. Original receipts to be provided and E-Ledgers updated at the start and end of each shift.
- Budget planning with customers and recording of customers' purchases which could include personal needs, clothing, and social events
- Ensuring all required checklists are carried out effectively and ensuring to send information on to Team Leaders or their delegate.
- Maintain and record accurate customer information at all times. Whilst keeping stakeholders informed of any changes.
- Carry out handover procedure at start and end of shifts
- Updating, maintaining & archiving customer information (digital & hardcopy files) ensuring Activ's records policy and procedure is followed

Work Health and Safety

- At all times, take reasonable care to ensure safety and health in the workplace, avoid adversely affecting the safety or health of any person and report and manage all incidents as per Activ's procedures.
- Submit all QSR's in a timely manner and seek assistance from Team Leader if unsure of the process
- Ensure you are aware of your obligations under the Work Health and Safety Act (WA) and are informed and trained in matters relevant to the performance of tasks for your position.

• Adhere to fatigue management polices by ensuring you come to work rested and fit for work • Ensure appropriate PPE and equipment is used to prevent exposure to hazards. **NDIS** Comply with NDIS legislation at all times, upholding Activ's Code of Conduct and adhering to all Policies and Procedures	
Key Selection Criteria & Qualifications:	**Skills and Experience:** • None required for level 1.1 Employees with 6 months or more experience will be appointed to Level 1.2 **Qualifications/Educational background:** • None
Cultural Fit:	In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce and incorporate these values and behaviours. genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.
General Information:	Employment terms and conditions are provided according to relevant award/agreement. This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. genU reserves the right to modify position descriptions as required. Employees will be consulted when this occurs. genU recognises the increased importance of workplace flexibility and will reasonably consider requests for flexibility to balancing work, life and family needs. genU is proud to be a child safe organisation with the genU "Keeping Children Safe" policy and adherence to the national child safe standards.