

Title: Support Worker

Level 2 (Social, Community, Home Care and Disability Services Industry Award 2010 (the “Modern Award”))

Location: Community Hub (the Support Worker will work from any Community Hub in accordance with the service needs of customers and/or in accordance with operational and organisational requirements).

Reports to: Neighbourhood Team Leader (Modern Award, Level 4)

The Role: This role entails delivering a broad range of high-quality and flexible supports to people with disability, their families and carers to develop skills and capacity to promote independence in their home and community. Working under regular supervision from the Neighbourhood Team Leader, the role involves assisting customers with personal care, daily living tasks, and community inclusion, whilst ensuring all possible plan outcomes and goals are delivered and met. Tasks are undertaken in the context of supporting the person to maintain their wellbeing, explore opportunities and work towards agreed outcomes that are important to, and for, the customer.

Agreement:

Name of Position Holder:

Signature:

Date:

James Walker

Name of Interchange Manager:



Signature:

15 February 2018

Date:

Key Result Areas:

Mission, Vision and Values	<ul style="list-style-type: none"> • Act in accordance with Interchange’s Mission, Vision and Values and Code of Conduct in all aspects of your work. • Use your knowledge of human rights based approaches to influence your strategies and outcomes. • Enact and promote Interchange’s values to develop a collaborative team environment.
Strategies and Outcomes:	<ul style="list-style-type: none"> • Provide exceptional service to the people you support, using a person-centred, strengths-based approach to help them identify and achieve their aspirations and goals. • Build appropriate, strong relationships with Interchange, the people we support and their families. • Provide regular feedback to stakeholders and written updates as instructed by management on the progress of the people you support in achieving their goals and outcomes. • Diligently adhere to any plans that are in place for a person being supported and report any variance or associated concerns.
Customer Relations:	<ul style="list-style-type: none"> • Respect the personal circumstances and preferences of individuals in meeting their needs and encourage the growth and development of people we support. • Assist the people we support with all aspects of their day-to-day life, including personal care, social inclusion and other goals as documented in their support plans. • Help the people we support to increase their independence through role modelling, mentoring and support. • Provide reliable, timely and flexible services that best meet the needs of the people we support and their family. • Assist people we support to explore and discover which activities they enjoy, to boost their social interaction and inclusion. • Strive at all times to present the support work and the person being supported in a positive and dignified manner.
Personal Accountability and Reporting:	<ul style="list-style-type: none"> • Promote and adhere to Interchange’s policies, procedures, and the National Standards for Disability Services. • Contribute to the accurate and timely maintenance of Shift Notes and other documentation as directed. • Maintain confidentiality at all times, and demonstrate a high level of tact and discretion. • Demonstrate a commitment to quality, continuous improvement, workplace health and safety, and risk management.

	<ul style="list-style-type: none"> • Provide high quality services that deliver the full spectrum of Interchange service offerings in a timely and flexible manner.
Development of Self and Others:	<ul style="list-style-type: none"> • Demonstrate your commitment to your ongoing professional development. • Attend appropriate training as required and contribute in a positive manner. • Identify and access assistance and advice as required. • Manage your own time and priorities. • Provide direction and guidance through ‘buddy shift’ training to new support workers, volunteers and trainees and provide feedback on their performance. • Assist in the delivery of Return to Work plans for co-workers who have experienced a workplace injury.
Other Duties:	<ul style="list-style-type: none"> • Carry out other duties and responsibilities, as directed by Management, in line with the Modern Award.

Selection Criteria:

Essential

- Ability to work within and contribute to the Mission, Vision and Values of Interchange, including acting in accordance with the standards of behaviour outlined in the Interchange Code of Conduct.
- Qualification in Human Services (eg Disability, Aged Care, Community Services) AND/OR equivalent knowledge and experience obtained within a relevant industry.
- Ability to work with individuals from a range of social, financial and cultural backgrounds.
- Excellent verbal and non-verbal communication and interpersonal skills with the demonstrated ability to build strong relationships with people with disability, colleagues and members of the community.
- Ability to work unsupervised within a team and/or autonomous environment and follow the duties and tasks of a designated support plan.
- Possess a reliable roadworthy vehicle and be willing to use it for work-related activities reimbursable under the Modern Award.
- Possess a ‘smart’ mobile phone and be willing to use it for use for work-related purposes.
- Excellent organisational and time management skills, with an ability to actively seek creative solutions to overcome problems.
- Computer Literacy, including Microsoft Office Suite and smart device applications.
- Ability to conduct timely and accurate record keeping and objective report writing.
- Ability to cope with changes in work demands.
- Current WA ‘C’ class driver’s license and capacity to travel as needed within the Greater Perth Metropolitan area.
- Current First Aid/CPR Certificate (obtained in the last 12 months).
- National Police Certificate (NPC) issued within the last three (3) months.
- Capacity to meet the inherent physical requirements of the position.

Desirable

- Working with Children Check (during your employment with Interchange you may be rostered to provide support to a person under 18 years of age. In this instance you will require a Working with Children (WWC) Check and Assessment Notice (WWC Card), which Interchange may pay for).
- Manual Handling Training (additional training will be provided by Interchange).

Physical Requirements:

The work of an Interchange Support Worker requires a certain level of physical strength and flexibility. The physical requirements of the role include:

Must be able to:

- ✓ Maintain a moderate/high degree of lumbar flexion for periods of a few minutes at a time repeatedly throughout a working day.
- ✓ Maintain a crouched/kneeling position for several minutes at a time.
- ✓ Push/pull up to 20kg for several minutes at a time.
- ✓ Stand for lengthy periods.
- ✓ Walk reasonable distances.
- ✓ Push a person in a wheelchair for two (2) hours.

Must have:

- ✓ Moderately good whole-of-body flexibility.
- ✓ Medium levels of aerobic and anaerobic capacity.
- ✓ Reasonably strong and stable leg joints for prolonged standing and walking activities.
- ✓ Good spinal strength and flexibility.

Overall strength level required to perform the job:

- | | |
|--|-----------------|
| ✓ A high strength level is required: | Low to moderate |
| ✓ A medium strength level is required: | Occasionally |
| ✓ A low strength level is required: | Frequently |
| | Frequently |

Overall endurance / fitness level required to perform the job:

- | | |
|---|---------------------|
| ✓ The average duration of a high level of physical activity is | Moderate |
| ✓ The average duration of a medium level of physical activity is | ½ hr per day |
| ✓ The average duration of a low level of physical activity is | 2 – 5 hours per day |
| | 1 – 3 hours per day |

Overall flexibility level required:

- | | |
|----------------------------|-----------------|
| ✓ Spinal | Moderate / High |
| ✓ Shoulder girdle/arm/hand | Moderate / High |
| ✓ Hip/knee/ankle/foot | Moderate / High |