Position Description

**Support Worker**

Department: 1:1 Support Services   
Reports to: Team Leader Staffing/Client Services   
Location: Various

**Position Purpose:**

The Support Worker’s role is to provide individualised training and support services aimed at maximising the living, social and recreational skills of people with a disability who are also consumers of Deaf Services. Community inclusion, independence, decision making and personal choice should be promoted through these supports, with a focus on individual strengths and the goals outlined in their support or NDIS plan

**Position – Key Results Areas**

The Support Worker is responsible for supporting participants to develop desired skills as set out in their individual and NDIS plan such as cooking, nutrition, personal care, budgeting, shopping, domestic skills, maintaining tenancy, and using public transport

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ACCOUNTABILITY** |  |  |  |  |
| Has direct responsibility over | [1] |  | Recommends, advises, interprets | [2] |
| Shares responsibility with others | [3] |  | Provides information | [4] |

Life Skills and Independent Living Supports

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Provide direct care assistance to each participant in accordance with their individual service plan as directed by the GM/Team Leader. | | | | [1] | | |
| Monitor the safety and well-being of the participants and report any concerns to the GM/Team Leader. | | | | [1] | | |
| Work with participants to develop their ability to self-advocate and advocate on behalf of the participant when required. | | | | [1] | | |
| Assist participants in decision making and daily planning, including assisting with the creation of daily/weekly plans to assist in reaching their individual goals. | | | | [1] | | |
| Assisting with Access to Community and Social Opportunities | | | | | |
| Support participants to participate in age-appropriate activities and tasks including in home support and community access | | | [1] | | |
| Support participants to access social activities and community outings | | | [1] | | |
|  | | |  | | |
| Team Approach | | | | | |
| Actively contribute to the smooth, efficient and effective provision of services to participants by working as part of a team while maintaining confidentiality. | | | [3] | | |
| Contribute to a high standard of professional service by uploading the vision, mission and values of the organisation. | | | [3] | | |
| General | | | | | |
| Ensure timely completion of appropriate documentation and record relevant information in case notes and communication book. | | | [1] | | |
| Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk | | | [1] | | |
| Understand and work within the relevant parts of the Deaf Connect quality management system. | | | [1] | | |
| Work hours as rostered and notify the Team Leader if unable to work rostered shifts, with as much notice as possible. Shift work is required for the efficient running of 1:1 Support Services | | | [1] | | |
| Undertake other duties as required by the service management team | | | [1] | | |
|  | | |  | | |
| **DECISION MAKING**  **Decisions** | **Recommendations** | | | |
| To take appropriate action in relation to matters of urgency that may arise and make routine judgements on advice and information given, ensuring the safety of self, staff and participants. | To make recommendations and assist in the planning of service provision programs for participants | | | |
| **PRIMARY RELATIONSHIPS**  **Internal** | | **Purpose / Relationship** | | |
| GM – 1:1 Support  Manager-1:1 Support | | Management, strategic direction, support and advice  Management, strategic direction, support and advice | | |
| Team Leader | | Supervision, support and advice | | |
| Support Coordinators | | Liaison, Information | | |
| 1:1 Support Services Staff | | Liaison, information and team networking | | |
|  | |  | | |
| **External** | | **Purpose / Relationship** | | |
| Deaf and Hard of Hearing individuals | | Consultation and Support | | |
| Family and community members | | Liaison, information and team networking. | | |
|  | |  | | |
| **Persons/functions that report to this position** | | **Role / Relationship** | | |
| Nil | |  | | |
|  | |  | | |
| **KNOWLEDGE AND SKILLS**  Requirement for skills / Knowledge in this position | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **[N]** | **None** | **[L]** | **Little need** | **[D]** | **Desirable** |
| **[M]** | **Moderate** | **[I]** | **Important** | **[C]** | **Critical** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **N** | **L** | **D** | **M** | **I** | **C** |
| **Innovating** |  |  |  |  |  | \* |
| **Planning** |  |  |  |  |  | \* |
| **Organising** |  |  |  |  |  | \* |
| **Financial Management** |  |  |  | **\*** |  |  |
| **Customer/Client Orientation** |  |  |  |  |  | \* |
| **Administration** |  |  |  |  | \* |  |
| **Auslan** |  |  |  |  | \* |  |
| **Vision** |  |  |  |  | \* |  |
| **Data Gathering** |  |  |  |  | **\*** |  |
| **Evaluation** |  |  |  |  |  | \* |
| **Problem Solving** |  |  |  |  |  | \* |
| **Deciding** |  |  |  |  | **\*** |  |
| **Implementing** |  |  |  |  |  | \* |
| **Communicating** |  |  |  |  |  | \* |
| **Lobbying** |  |  |  |  |  | \* |
| **Negotiating** |  |  |  |  |  | \* |
| **Consulting** |  |  |  |  |  | \* |
| **Participating** |  |  |  |  |  | \* |

**SELECTION CRITERIA**

## Essential

* Genuine desire to provide high quality support for people with disabilities and an understanding of person centred supports
* Effective communication and interpersonal skills
* Ability to work in a very busy environment and to work both independently and as a part of a team
* Understanding of privacy and confidentiality issues
* Knowledge of the Disability Services Act 2006 (Qld) and NDIS Code of Conduct
* First Aid Certificate or willingness to obtain certificate within 3 months of commencing employment
* Completed NDIS Worker Orientation
* Current Driver’s Licence and use of private car

## Desirable

* Certificate III in Individual Support (Disability/Aged Care) or other relevant qualification
* Supported Accommodation work experience
* Ability to communicate in Auslan
* Experience working with deaf and hard of hearing people

**Please sign below your agreement of the above position description**

Print Name

Signature Date