

POSITION DESCRIPTION	Position Title:	Support Worker
	Classification:	Social, Community, Home Care and Disability Services Industry Award - Level 1.2
	Terms of Employment:	Full-time/Part-time/Casual
	Positions supervised:	Nil

Purpose of the Position	<p>To deliver high quality direct care to people with a disability, and ensure an individual focus in meeting each client's needs and interests.</p> <p>This involves supporting people with a disability to determine a lifestyle which reflects their interests and strengths, live within their own home, and participate in community activities and events.</p>
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Requirements of the Position	Education	Minimum Year 10 Certificate, or equivalent, with Sound Achievement for English and Maths
	Qualifications	Certificate in Disability Studies, or equivalent level of expertise and experience attained through previous appointments.
	Training	<ul style="list-style-type: none"> • Current First-Aid Certificate • Other training relevant to delivery of human services
	Experience	<ul style="list-style-type: none"> • Understanding of the principles of social justice and the rights based service delivery models. • Working knowledge of Human Services Quality Framework and Standards
	Licences and/or endorsements	<ul style="list-style-type: none"> • Positive notice - criminal history screening • Standard driver's licence for a car
	Other	<ul style="list-style-type: none"> • Smart Phone • Comprehensive Car Insurance • Capacity to determine opportunities for social inclusion for people with a disability

Duty Statement

Key Capabilities: Support Worker

1. Analytical skills and sound judgement.

- ✓ Maintain ethical standards and follow organisational policy
- ✓ Facilitate discussion with clients to identify their strengths and challenges and exercise good judgement in supporting people to make decisions about lifestyle choices
- ✓ Manage difficult situations appropriately and within HSA guidelines

2. Ability to achieve results.

- ✓ Act professionally and ensure the safety, dignity and privacy of each client
- ✓ Assist with the development of support plans that are meaningful and appropriate to the strengths and needs of the individual
- ✓ Maintain a person-centred approach and ensure all activities undertaken complement individual strengths and differences
- ✓ Support clients to participate in community activities, events and functions that are of interest to them and relevant to their lifestyle
- ✓ Maintain a focus on skill development and respect the dignity, capacities, choices and rights of each client

3. Develop productive working relationships.

- ✓ Work closely with Client Service Staff to inform them of observations, and seek information from the Manager in regard to providing safe, professional delivery of services
- ✓ Actively contribute to open and cooperative working relationships with other staff members
- ✓ Identify and share opportunities for social inclusion within the community and promote the use of social networks and informal supports

4. Demonstrated personal drive and integrity.

- ✓ Develop a whole of life approach in regard to the clients' need to feel part of their community, remain free from harm or abuse, feel good about themselves, and be physically healthy
- ✓ Adhere to HSA values and Code of Conduct and contribute to the good reputation of the Association
- ✓ Participate in relevant staff training programmes and other events

5. Communicate effectively.

- ✓ Motivate and encourage each person to participate in activities to the best of their ability
- ✓ Ensure a high standard of privacy, dignity and confidentiality
- ✓ Demonstrate a flexible communication style to meet individual need, specifically as this applies to people with a disability