

Position description

Support Worker

Job family	Direct Service Delivery
Workforce capability framework level	2
Reporting to	CSS / SIL Coordinator
Directly supervising	Nil
Date prepared	June 2020

Position purpose:

Strategic core requirements:

Key responsibility areas	Capability requirements	Key performance measures
Sector & organisation purpose & values	A practical general knowledge of a human rights-based approach and the individual and community context, and sector and organisation purpose and values. Applies the rights-based approach and sector and organisation values in own work.	Support workers are actively involved in the cultural life of the organisation, including festivals. Support workers model and apply person centred practice.
Leadership & teamwork	Works collaboratively with team members. Works under regular supervision reporting progress and outcomes. Able to organise own work, manage time and contribute to work planning.	Support staff work positively to contribute to a whole team approach. Support staff take direction and feedback on performance and actively work to implement improvements.
Communication	Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner. Interacts with people to give or receive straightforward facts. Deals with people on	Support staff are positive and contributing members of the team at all times. Support staff work to actively build positive relationships with customers, colleagues and broader networks at all times.

	<p>practical issues, adjusting communication as needed. Minimises conflict. Continues to build a network of relevant contacts.</p>	
Customer relationships	<p>Assists customers to address their practical straight forward needs and expectations. Adopts a flexible approach. Has working knowledge of available supports and services. Undertakes communication and liaison with customers. Demonstrates confidentiality and diversity awareness. Provides information and can refer to others. Understands relevant stakeholder relationships and the importance of these.</p>	<p>Customers are always respected and treated with dignity.</p> <p>The environment is inviting and appropriate to the needs of Customers and it fosters creativity and learning.</p>
Personal accountability	<p>Adheres to organisation policies & procedures and all relevant government legislation and standards, including workplace health, safety and wellness responsibility. Identifies quality variations against standards and procedures in own work area. Adopts personal accountability in own role. Uses resources efficiently. Maintains organisation's positive</p>	<p>Policies and procedures are understood and implemented.</p> <p>Support staff demonstrate personal accountability in their work.</p>

	image and reputation in context of own role.	
Innovation	Appreciates the need for resourcefulness, creativity and adaptability within role boundaries. Open to new approaches. Takes responsibility for continuous improvement and risk mitigation in own work. Resolves routine problems. Suggests changes.	Support staff adapt to change and work with Customers needs at all times. Support staff positively contribute to developing solutions and positive outcomes at all times.
Experience & qualifications	Equivalent to VET Certificate II / III in relevant studies or equivalent experience. Is capable across the full range of competencies required.	Support staff hold an appropriate qualification and can demonstrate appropriate experience.

Functional requirements:

Key responsibility areas	Capability requirements	Key performance measures
Person-centred knowledge and application	Develops a practical understanding of: the range of goals and aspirations that might be identified by a person with disability, the process of implementing a person's individual plans, and the customisation of service offerings/supports and procedures. Builds understanding of the person-centred approach.	Customers maximise their independence and are encouraged to do as much as possible for themselves. Support staff understand and are able to respond to individual needs, including capacity to work in a highly challenging environment.
Personal care, skill development and support	Assists people with personal care, living skills, transport and with meeting other goals and needs. Develops a basic understanding of the range of care requirements. Gathers information through awareness and observation. Is able to discuss progress with goals and provide straightforward emotional, social and behavioural support for people with disability. May provide information on other services.	Customers receive support to maintain personal care and activities of daily living that is appropriate to their needs and encourages independence. Customers are supported appropriately to participate in the development of skill and achievement of their goals. Support staff understand and actively work towards the achievement of goals with customers.

Participation and inclusion	Supports a person with disability and their family/carers in the areas of life learning, participation, employment and inclusion in the community. Supports people and families in accessing agreed community activities. Assists in organising individual and/or group activities, outings, transport.	Customers are an active part of both the Warrah community and the broader community.
Community engagement and education	Has a general knowledge of community networks and links with direct service provision. Presents people with disability positively and educates others in the community. Works effectively with volunteers.	Uses knowledge of networks to enhance the experience of customers. Uses positive language about people with disability.

Reporting, documentation and administration	Adheres to reporting, documentation and administrative requirements about a person's self-care environment, accidents/incidents and/or behaviour. Maintains appropriate notes in relation to the person and other documentation to required standard. Uses relevant communications and technology systems, including for creating/maintaining service records and for billing purposes.	<p>All documentation is completed using the customer management software.</p> <p>All systems are followed according to Warrah policy and procedure, including petty cash, sign in / out procedures and attendance.</p>
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Customer relationships:

Works closely with customers, families and carers

Additional position information:

Must hold and maintain a valid Working with Children Check & Police Check.
 Must hold and maintain a valid unrestricted driving licence with ability to drive a range of vehicles including cars, vans and 12 seater Hiace.
 Must be willing and able to support customers with swimming and other in water activities.
 Must hold and maintain a First Aid Certificate.

Functional requirements:

The physical demands associated with the role are as follows:

Physical Demand	Frequency*					Activity Level	Comment on task, tools equipment, technique
	A	C	F	O	N		
Floor to Waist Lift (kg)			Up to 16kg	More than 16kg		IT	Moving resources, equipment, loading manual wheelchairs in/out of vehicles, household furniture and items
Waist to Eye Level Lift (kg)				Up to 10kg		IT	Resources, groceries, equipment, household furniture and items
Two Handed Carrying (kg)			Up to 16kg	More than 16kg		IT	Moving resources, equipment, loading manual wheelchairs in/out of vehicles, household furniture and items
One Handed Carrying (kg)				Up to 10kg		IT	Grocery items, resources, client bags
Pushing (kg/f)			70kg 20kg/f	100kg 26.4kg/f		IT/SS	Manual wheelchair, sloped surfaces, this is if it is person not moving. Weights may vary above this and be effected if someone

Physical Demand	Frequency*					Activity Level	Comment on task, tools equipment, technique
	A	C	F	O	N		
							has uncontrolled movements e.g. flailing upper limbs, constant writhing or moving when seated in a wheel chair.
Pulling (kg/f)			70kg 16.4kg/f	100kg 21.8kg/f		IT/SS	As above
Sitting				✓		IT	Driving, assisting clients with activities and meals, recording, using computer, completing administrative tasks
Standing		✓				RP, SS	Moving about within the homes and Day Program, preparing and assisting meals, facilitating completion of personal care, assisting with activities, set up and pack away, domestic activities of daily living
Work with Arms Over Head				✓		IT	Reaching resources, putting resident's clothes away, domestic and personal activities of daily living
Work with Arms Horizontal reach		✓				RP, SS	Domestic and personal activities of daily living, driving, pushing wheelchairs, meal preparation, securing straps in vehicles
Work Bent Over- Stand/Stoop				✓		IT	Securing straps in vehicles, assisting with vehicle transfers / positioning, personal and domestic activities of daily living at all locations. Meal preparation, feeding assistance
Work in Squat/Crouch/kneel			✓			IT,RP	Personal care, positioning of clients legs / feet in wheelchairs, adjusting footplates, folding and setting up manual wheelchairs for transporting, adoption of correct manual handling techniques to move items from below knee height. Checking equipment, cleaning, accessing / moving resources
Work Arms Over Head-Supine				✓		IT	Cleaning, checks on equipment
Climbing Stairs, steps, ladders, in/out of			✓			RP, IT	Internal and external environment at Harris Road. Activities are completed internally / externally and in the wider community. In/out of vehicles. Loading wheelchairs

Physical Demand	Frequency*					Activity Level	Comment on task, tools equipment, technique
	A	C	F	O	N		
vehicles, ramps, indoor /outdoor surfaces							and equipment in/out of vehicles
Squatting			✓			IT	Manual handling, accessing resources, positioning legs/feet/footplates. Lower limb care. Cleaning
Walking		✓				RP, SS	Domestic and personal activities of daily living, walking with clients, pushing wheelchairs, supervising activities, walking within Harris Road Location, residential homes and in the wider community
Crawling				✓		IT	Completing floor work with clients. If needing to access anything under a table
Trunk Rotation in standing		✓				RP, SS	To interact and communicate with clients and colleagues, whilst facilitation completion of activities of daily living, moving resources, observation. Adoption of evasion strategies
Trunk Rotation in sitting				✓		RP, SS	To interact and communicate with clients and colleagues, whilst facilitation completion of activities of daily living, moving resources, observation
Grip – power, cylindrical (R)		✓				RP, SS	Maneuvering wheelchairs, equipment, (hoists)
Grip – power, cylindrical (L)		✓				RP, SS	As above
Fine manipulation (R)			✓			IT	Recording, data entry, meal preparation, craft activities
Fine manipulation (L)			✓			IT	As above
Upper limb coordination - bilateral - (R) unilateral			✓			IT, RP, SS	

Physical Demand	Frequency*					Activity Level	Comment on task, tools equipment, technique
	A	C	F	O	N		
- (L) unilateral							
Adoption of evasion strategies			✓			IT, RP	Adoption of evasion strategies when working with clients with unexpected physical movement /impulsive movement. This may be when working one on one with a client or when working in a group setting. There may be little or no warning / indication that the client is about to strike out with their arms, legs, head or whole body

*A = Additional: 8-12 hrs; O = Occasional up to 2.6 hrs of 8-hr day; F = Frequent: 2.6-5.3 hrs of 8-hr day;
C = Constant: 5.3-8 hrs of 8-hr day,; N = Never

S = Static; RP = Repetitive; SS = Sustained; I = Intensive; IT = intermittent; R = Rare 0-5% of day

Signatures:

Job holder:	Date:
Manager/supervisor:	Date: