



Position Description

Support Worker

Department:	1:1 Support Services
Reports To:	Team Leader, Staffing
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
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 [1-4]

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 and as directed by the Manager [1]

Monitor the safety and well-being of the participants and report any concerns to the Service Manager. [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 upholding 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 services policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury. [1]

Understand and work within the relevant parts of the Deaf Services quality management system. [1]

Work hours as rostered and notify the Service Manager if unable to work rostered shifts, with as much notice as possible. Shift work is required for the efficient running of Lifestyle Support Services. [1]

Undertake other duties as required by the service management team. [1]

DECISION MAKING

Decisions

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.

Recommendations

To make recommendations and assist in the planning of service provision programs for participants

PRIMARY RELATIONSHIPS

Internally in Deaf Services

Lifestyle Support Services Manager

LSS Team Leader – Staffing

LSS Participant Support Coordinator

All Lifestyle Support Services Staff

Purpose / Relationship

Line management, strategic directions, support and advice

Supervision, support and advice

Liaison, information

Liaison, information and team networking

External to Deaf Services

Deaf and Hard of hearing Individuals

Family and community members

Community Organisations

Purpose / Relationship

Consultation and support

Advise and Consultation

Advise and Consultation

Persons/functions that report to this position

Nil

Role / Relationship





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





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