

## Position Description

### Support Worker

<b>Title</b>	Disability Support Worker
<b>Business Unit</b>	Better Help Gippsland
<b>Location</b>	Locations within Latrobe, Wellington and Baw Baw Local Government Areas as agreed
<b>Employment type</b>	Casual
<b>Reports to</b>	Operations Manager

### 1. Position purpose

Better Help Gippsland Support Workers provide assistance with daily activities, including personal care, dressing, preparing meals, house cleaning, community access and transport.

Better Help Gippsland provides services to support low to medium need NDIS participants of all ages. These services help people live as independently as possible in the community. The goal is to promote and maintain a person's independence and enhance their quality of life in accordance with the NDIS guidelines.

Better Help Gippsland's work involves a flexible rostering arrangement in which the workplace is primarily the private homes of clients or their carers in Wellington, Baw Baw and Latrobe local government areas.

### 2. Scope

**Budget:** Nil

**People:** Nil

### 3. Relationships

#### Internal

- David McLaren - Director
- Stacey Richardson - Operations Manager
- Administration and rostering staff
- Assessment and Facilitation Officers

#### External

- Clients and client's significant others and family

## 4. Key responsibility areas

### Service delivery

Main types of support services include:

- Domestic assistance
- Personal care
- Planned activities
- School Holiday Activities
- Respite services
- Respite and transport services
- Community Access

Home Care - perform routine domestic tasks necessary to maintain the normal functioning of a household, including:

- Cleaning bathroom, toilet, laundry and fixtures
- Cleaning, dusting, polishing furniture and fixtures
- Washing, hanging out, ironing, folding clothes/household items
- Washing dishes and utensils
- Preparing and cooking meals
- Making beds, changing linen
- Cleaning the stove, refrigerator and inside windows
- Shopping, paying bills, etc., for client
- Transporting clients to appointments or shopping
- Washing, polishing, vacuuming floors

Personal care - if required, assist clients with:

- Assisting with bathing, showering, washing face and hands
- Assisting with dressing for the day, or getting undressed
- Eating and drinking, including cooking and preparing food and special diets
- Grooming (washing/brushing hair, shaving, checking clothing, etc.)
- Assist with prescribed exercise or therapy programs
- Monitoring medication compliance – reporting problems
- Providing or obtaining effective assistance in an emergency

Social/emotional support and monitoring:

- Monitor client's wellbeing and discuss any changes with the Operations' Manager
- Encourage clients to maintain their independence within the limits of their physical and mental capacity
- Provide emotional support to enable clients to adjust to their personal circumstances, such as disability, death of a spouse etc.
- Encourage a positive attitude and build on the person's strengths and assist them to live independently
- Support clients to maximise their potential, retaining their sense of self-esteem and dignity

### Respite care/group activities

Respite is designed to support care relationships and strengthen the capacity of the person's carer to maintain their care role. Respite support provides a break for the carer from their usual care role to enable them to participate in community, social and other activities. By providing activities to the person being cared for respite services can:

- Support the person's emotional wellbeing, social inclusion and participation

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- Provide assistance with skills development and capacity building

Planned activity's support people's ability to remain living in the community by providing a range of enjoyable and meaningful activities. These activities support social inclusion, community participation, and build capacity in skills of daily living. Support Workers may be required to provide:

- Respite (one on one social/community engagement activity) for the young person or the carers of people with disabilities or long term illnesses
- Respite care for dependant children who have disabilities
- Respite for carers from their caring role
- Supporting young people or their carers to participate in group activities

#### Quality improvement and evaluation

- Ensure that the client's right to confidentiality is preserved and protected
- Report to the Operations Manager for case discussion and briefing
- Ensure that any hazardous circumstances (dangerous electrical appliances etc.) that could affect the health and safety of the Support Worker and/or client are avoided and rectified by the client and/or reported to the Operations Manager
- Attend training sessions as required

#### People and teams

- Undertake regular supervision and performance review with the operations manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

#### Personal accountability

- Compliance with Better Help Gippsland's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with all employees and external stakeholders in accordance with our values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - o Based on a relationship with a current member of Better Help Gippsland workforce
  - o Based on my ongoing work with another organisation

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## 5. Person specification

### Qualifications

- Holding or currently working towards a minimum Certificate III in Home and Community Care (or equivalent qualification) is preferred but not essential
- Current First Aid and CPR certificate
- Current Australian Driver's Licence
- Successful completion of NDIS Quality and Safeguards Commission eLearning

### Experience

- Demonstrated ability to perform routine domestic tasks as necessary to maintain the normal function of a household
- Experience in the personal care of children and vulnerable people
- Ability to provide monitoring and social/emotional support for clients in a sensitive and confidential manner
- A record of self motivation and positive work attitude
- An understanding of confidentiality
- A strong desire to achieve positive client outcomes

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Better Help Gippsland's values
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- Demonstrated excellent customer service skills and effective time management
- Basic computer and technology literacy
- Ability to be reliable and to work with minimal supervision
- Demonstrated ability to innovate and implement activities to enhance client outcome

### Other requirements

- Legal eligibility to work in Australia
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Valid WWCC

### Conditions of Employment

- Casual – above SCHADS Award rates

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## 6. We are a child safe organisation

Better Help Gippsland is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Better Help Gippsland is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Better Help Gippsland's operational, service and consumer requirements.**