

## 1. POSITION DESCRIPTION

**Position Title:** Support Worker (Casual)

**The Position:** The role of the Support Worker is to provide high quality support to participants as described in their Personal Plan and based on Nadrasca's values which reflect:

- Consideration, understanding and respect of people as individuals
- People's presence and participation in the community
- A positive image of people within the community
- The opportunity to enhance people's skills and lifestyles
- The need to maintain people's health and wellbeing
- The focus on people learning everyday living skills and participating in meaningful and purposeful roles.

**Location:** The Support Worker must be prepared to be located at any of Nadrasca Community Options sites

**Award:** Nadrasca Disability Services Victoria (Part 1) Collective Agreement 2008. Social, Community, Home Care and Disability Services Industry Award 2010.

## 2. ORGANISATIONAL AND JOB CONTEXT

Nadrasca is a not-for-profit company that receives both Federal and State Government funding. Nadrasca's Purpose is to Establish and Develop a Range of Services for People with a Disability. In accordance with the Constitution, Nadrasca provides services including, but not limited to, the areas of employment services, residential services, education services and leisure and recreation services.

Nadrasca is a values-based organisation which promotes a trustworthy, caring, respectful and supportive service. Nadrasca aims to provide the highest quality of service to the people it supports in accordance with the relevant Acts and Standards.

Nadrasca seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to be open, flexible and responsive to new ideas and ways of working and actively supportive of each other with respect to achieving the best outcomes for Nadrasca and the people it supports.

Nadrasca employs 170 supported employees with a disability in Nadrasca Industry and supports 200 people within Nadrasca Community. Nadrasca has approximately 170 full-time, part-time and casual staff.

Nadrasca Accommodation Services is a community-based Shared Supported Service providing active support. Accommodation Services are responsible for maintaining a home environment that encourages independence and empowers individuals to actively participate in their life.

Nadrasca adheres to and abides by the Disability Act (2006) and all staff will incorporate the principles of the Disability Act and the Victorian Charter of Human Rights and Responsibilities (2006) into their provision of service. Nadrasca is also accountable to the Department of Health & Human Services (DHHS) Service Standards.

### **3. KEY RESPONSIBILITY AREAS**

#### **Key Responsibilities**

Key Responsibilities include the following, in relation to participants:

#### **Protection of Rights and Protection from Abuse and Neglect**

- Ensure that the individual's rights are being respected in all areas of their lives and advocate on behalf of the person if their rights are being violated.
- Maintain privacy and confidentiality with regard to each person supported.
- Ensure people are not placed at risk from abuse and/or neglect.
- Ensure Nadrasca's policies and procedures are followed for accurate and timely notification and reporting of issues that can affect each person's physical and emotional wellbeing.
- Maintain records as required relating to people's lives and service provision.

#### **Personal Planning**

- Assist individuals to identify their dreams, goals and aspirations for the future, in consultation with the person, and the relevant people in their support network (as applicable).
- Support and assist in the preparation, implementation and monitoring of Personal Plans.
- Support individuals to work towards achieving their identified dreams and goals.
- Plans are monitored and completed by review dates, reviewed and updated on an ongoing basis.
- Progress of goals and outcomes are documented.

#### **Daily Support and Assistance to Individuals**

- Co-ordinate and document support for people who have a variety of support needs, i.e. communication, personal, and emotional wellbeing.
- Ensure the personal profile of each person is maintained. This is an informative and useful resource to those who support the person.
- Assess, develop and use individual communication systems and aids that meet the person's needs and wishes.
- Ensure all personal support is carried out in a dignified, respectful and timely manner. This includes assisting people with meals and drinks, in the bathroom (using toilet, shower, dressing etc.) and maintaining a positive personal appearance.
- Support individuals to manage their program/activity money (as applicable)
- Inform and support people with their daily schedule.
- Ensure the person's medication information is current.

## **Developing, Delivering and Evaluating Weekly Plans**

- A person's weekly schedule should reflect opportunities provided for them to grow, and express their interests and promote independence.
- Throughout the day, all individuals are engaged in meaningful, purposeful roles.
- Each person is involved in planning their week.
- A person's schedule is followed, as documented in their weekly plan.
- A person's schedule is documented, accurate and up to date.
- Being responsible for maintaining a tidy and clean work area; putting out, packing up and putting away all equipment used for an activity and reporting any broken equipment.

## **Individual Health**

- Provide supports to ensure that an individual's health is at an optimal level.
- Ensure that each individual is provided with and has the learning opportunity about a full range of health options.
- Ensure people receive medications and treatments safely and effectively in accordance with Nadrasca's medication procedure.

## **Empowering People to be Respected and Valued members of the Community**

- Support individuals to be valued members of their community, through assisting each person to adopt valued roles and form meaningful relationships.
- Investigate and creatively seek solutions to empower people to advocate for themselves and have valued roles within the community.
- Ensure meetings are utilised to provide key people with information that empowers them to make informed decisions.
- Liaison with people in the community to create opportunities for people to broaden their networks.

## **Assisting People to Resolve Issues**

- Ensure people are supported to use their preferred method of communication.
- Actively ensure people are informed of the organisational Complaints processes.
- Ensure complaints are handled effectively and resolved (where possible) to the satisfaction of the person raising the issue.
- Ensure unresolved complaints are referred to the relevant person in accordance with Nadrasca Complaints Procedure.

## **Communication**

- Develop and maintain effective working relationships with key support people and their support network.
- Have the ability to communicate effectively with others, using a variety of communication styles and equipment.
- Maintain a positive and professional relationship with the individual's support network.
- Share relevant information regarding key people with colleagues with the aim of continuously improving upon the support provided.
- Ensure all information and letters are distributed to people and their support network.
- Ensure People are actively supported to understand the information in the letters by providing them in plain English and pictorial format.

### **Individual Information**

- Maintain accurate information and files in a manner that safeguards people's privacy and dignity.
- Ensure all individuals' personal information is up to date.
- Ensure family and support staff receive accurate updates of a person's weekly plan.

### **Attitude, Teamwork and Liaison**

- Maintain positive relationships with the people Nadrasca supports and their support network.
- Display an optimistic, positive attitude to work-related issues.
- Contribute constructively to the success of the team, projects and the service.
- New and existing staff are constructively supported and assisted with sharing of information about individuals, services and Nadrasca practice.
- All relevant information is shared and distributed in a timely manner.
- Issues and grievances are raised and resolved in a constructive manner, with the aim of achieving a solution.
- Job tasks are finished within the set timelines in a self-reliant and proactive manner.
- Attendance and constructive contributions are made in service planning and staff meetings.
- Attendance at mandatory training and professional development.
- Punctuality and reliance to fulfill the duties of this position.

### **Judgment and Decision Making**

- Have the ability to work independently under general supervision.
- Collaborating with others and contributing positively in a team environment is essential.
- Problem solving skills, flexibility and lateral thinking are essential to approach a range of tasks and issues.

### **Organisational Health and Safety**

- Ensure that all environments are safe and secure for everyone.
- Ensure physical environments promote people's health, safety and well-being.
- Ensure all actions are in accordance with OH&S legislation, regulations, policies, procedures and safe work practices.
- Ensure DHHS Incident Reports are completed in line with procedures and within prescribed timeframes.
- Ensure Accident/Near Misses Reporting are completed on time or as soon as practicable.
- Ensure safe operating procedures for activities/ programs are implemented as documented in the program plan.
- Maintenance of up to date training in First Aid, CPR and manual handling.
- Maintain current operational knowledge of emergency and fire evacuation and risk management for the site.

### **General**

- Other duties as required.

## **4. ORGANISATIONAL RELATIONSHIPS**

### **Accountability**

The position is accountable and reports to the Programme Manager/Coordinator for the efficient, safe and effective delivery of a range of tasks within predetermined budget, quality, and time constraints.

The incumbent has authority and discretion to act within established operational and budget guidelines as determined by the Manager/Coordinator and/or other relevant persons, and within the constraints of various regulations, codes of standards and policies.

### **Internal Liaisons**

Support Workers are expected to liaise with the following people and areas within Nadrasca:

- People being supported and their support network
- Other Support Workers
- General Manager, Nadrasca Community
- Staff from Community Options
- Manager – Quality & Compliance
- Staff from Nadrasca Industry
- Occupational Health and Safety Representatives
- Internal Auditors

### **External Liaisons**

The position may be required to liaise with people in the following areas based on the individual's needs:

- Government Departments (e.g. Case Managers)
- Community-based organisations (e.g. Other Disability Service Providers and Community Services)
- Community-based Generic Services (e.g. Medical Practitioners and Specialists)
- External Auditors

## **5. INHERENT REQUIREMENTS OF THE JOB**

- Manage activities within the service and within the local community.
- Being physically fit and able to do the manual handling tasks required for the job.
- Emotional intelligence, resilience, and stamina to work in physically and sometimes emotionally demanding environment.
- Being able to see, hear, observe and account for people being supported to meet duty of care requirements.

## **6. QUALIFICATIONS AND EXPERIENCE**

- Certificate IV in Disability or Aged care
- Qualifications and/or experience in disability services, education, training or community development.
- Current Level 2 First Aid Certificate
- A current Victorian Drivers Licence is mandatory.
- Well-developed computer skills (Microsoft Office, Internet and Outlook) and experience in using a Client Information Management System
- Auslan sign language is desirable, but not mandatory

## **7. KEY SELECTION CRITERIA**

Selection will be based on the skills, knowledge, experience and personal attributes that are required for achieving the key accountabilities listed previously, along with following.

- Commitment to the rights and responsibilities of people with an intellectual disability.
- Ability to have empathy for the people Nadrasca supports and their support network.
- Your personal values match the organisation's values.
- A responsible and professional attitude to work and life.
- Ability to prioritise work and manage time effectively.
- Strong verbal and written communication skills
- Use of a broad range of communication and negotiation skills.
- Ability to use effective questioning and active listening techniques to gather useful information.
- Well-developed observation skills ensuring people's social, emotional and physical health is optimal
- Well-developed problem solving and conflict resolution skills and an ability to be creative, flexible and motivated.
- Ability to educate and empower people to make choices and decisions.
- Knowledge and use of respectful behaviour supports and strategy principles.
- Ability to work both as a part of team and individually with minimal supervision.
- Commitment to develop self and others.
- Being motivated to ongoing service improvement and quality standards
- Ability to embrace change.

## 8. EMPLOYMENT GUIDELINES

All Nadrasca staff are required to:

- Comply with all Nadrasca policies and procedures at all times.
- Comply with all occupational health and safety legislation and regulations
- Comply with all other Commonwealth and State legislation relevant to the company.
- Work in a collaborative fashion with Nadrasca staff, employees, service users, customers, and stakeholders
- Uphold and enhance the reputation of Nadrasca
- Maintain the highest level of integrity in the conduct of Nadrasca business
- Undertake identified training and development activities/programmes
- Take part in Nadrasca's performance appraisal process

Applicants must be prepared to undertake a medical assessment to determine fitness to undertake the inherent duties of this position.

All staff must undergo a National Police Check, an International Police Check (if applicable) and a Working with Children Check prior to employment.

All relevant staff must provide evidence of unrestricted Australian residential and working visa.

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**Staff Member's  
Name:** \_\_\_\_\_

**Staff Member's  
Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Manager's Name:** \_\_\_\_\_

**Manager's  
Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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