

POSITION DESCRIPTION

The Role	Support Worker
Location:	Head Office, 2 Walgara St Cooma
Employment Type:	Permanent Full-time/Part time or Casual
Terms & Conditions	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010,
Salary:	Award Classification Level 2-3 – depends on experience and qualifications
Responsible to:	Team Leader
Direct Reports:	N/A
About Cooma Challenge Limited (CCL)	<p>CCL, a well-respected, not-for-profit organisation operating in the Snowy Monaro Region since 1954 has been delivering a range of supports to people with disabilities, frail aged people and their families and carers to choose the care that meets their needs. These supports are codesigned, coproduced, trauma informed, high quality, recovery focused and person-centred using supported decision-making strategies. Our services include disability support, aged care support, independent living, employment and training services.</p>
CCL Values	<p>Our Values are to be an organisation that is Hope, Respect, Trust, Inclusion, Innovation, & Compassion.</p>
Purpose and aims of the Role	<p>The Aged Care and National Disability Insurance Scheme (NDIS) are Commonwealth funded programs which are a collection of services to support aged and people with a disability to stay in their own home. What this service looks like is dependent on the clients needs, what risks they are willing to take and how they will get their needs met.</p> <p>The Support Worker (SW) is responsible for supporting the clients and the Aged Care/NDIS team to develop, provide and evaluate services to eligible clients, complying with the Aged Care Standards, NDIS program guidelines and other Standards.</p> <p>The SW will work with each client to assist in the development of an individual's care plan to support and meet the clients daily living and individual needs, foster maximum independence and participation at home and in the community. The SW provides the agreed support(s) under the supervision of the Team Leader (TL).</p>

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Area of responsibility	Responsibilities and duties	Performance indicators and expected results/outcomes.
<p>Service Provision</p>	<ul style="list-style-type: none"> • Will assist in the development of individual Care Plans for clients, including: <ul style="list-style-type: none"> ○ Engage and develop rapport to identify and assess client needs; ○ Codesign and co-produce an individual care plan; ○ Evaluate the risk appetite for the strategies agreed; ○ Assist within appropriate timeframes for review and reassessment of the individuals care plan. • Work within the team environment. • Support other TL's to meet the client's needs. 	<ul style="list-style-type: none"> • Care plans: <ul style="list-style-type: none"> ○ are codesigned and co-produced with clients. ○ address, and are appropriate to, identified needs and client goals; ○ are in line with approved funding; ○ represent value for money for clients; ○ services and timeframes clearly defined; ○ serve to increase social inclusion for the client. • Contemporaneous documentation is done within the shift. • Client satisfaction with Care Plans and service delivery. • Service delivery is undertaken in line with set timeframes. • Provide input into the client plans that reflect current client needs and goals. • Provide services within the client's budget. • Risk and appetite for the strategies are identified and documented.

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	<ul style="list-style-type: none"> • Co-produce the services that meet the client needs. • Service delivery is provided as detailed in individual care plans. • Review the roster and be available to deliver the service as required. • Be available for training to ensure you have the right knowledge and skills required for the service delivery. • SW knows and understands care plans and needs of clients. 	<ul style="list-style-type: none"> • SW will develop the skills required to be matched appropriately (skills, qualifications, competencies) to individual clients. • Services delivered in line with care plans. • Clients fully informed of the status of delivery/service arrangements. • Hours of support provided: Attend 95% of rostered shifts. • Follow the rostering procedures of CCL. That are developed in line with Award and CCL HR policies and procedures.
	<ul style="list-style-type: none"> • Monitor service provision and identify any gaps in service (including quality of service). • Participate in client satisfaction surveys. • Address client complaints, grievances and incidents. • Escalate issues of concern to CCL management. 	<ul style="list-style-type: none"> • Timely and appropriate actions taken to address gaps in service. • Client satisfaction: minimum 90%. • Timely response to complaints and grievances. • Timely and appropriate resolution of complaints and grievances.

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	<ul style="list-style-type: none"> Review and evaluate services for effectiveness, quality and meeting client needs/goals. 	<ul style="list-style-type: none"> Regular and timely reports of services provided are documented contemporaneously. Reviews identify any problems with service quality and effectiveness. Reviews address whether client needs are being met. Documentation is available regarding the quality of service and that demonstrates the client needs are being met and can be used for renegotiating ongoing funding.
Client records	<ul style="list-style-type: none"> Maintain client files, including case notes and relevant data and information. Follow CCL processes to record clients' progress, risks and incidents. Prepare routine client reports (e.g. shift reports). Review client records. Use the Brevity client management system software for case notes and reporting. Client invoicing – provide relevant information to the finance team for timely and accurate invoicing of clients. 	<ul style="list-style-type: none"> SW will be able to utilise the information to provide services that meet the client's needs. Contemporaneous notes are complete prior to finishing the shift. Client files complete, accurate and up to date, supported by an auditing process. Exit paperwork completed for each exited client. Reports are completed and accurate. Assist in client audits as required. Timely and accurate client information for invoicing purposes.

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Leadership and Supervision	<ul style="list-style-type: none"> Actively support the team to deliver services within the NDIS and Aged Care service models. Work within the team to support staff in the delivery of services. Communicate and engage with other SW's and the TL's to ensure there is an understanding of how to meet the client's needs. 	<ul style="list-style-type: none"> Codesign models of evidenced based service delivery. Regular communication and engagement with TL and other SW. Level of SW understanding of client needs, services required, and other requirements.
	<ul style="list-style-type: none"> Contribute to creating and maintaining an environment that empowers the client. Ensure the safety and rights of the client are considered and maintained at all times. Foster respectful and positive relationships between staff and clients and family members. Respond to any interpersonal/relationship issues as they arise. 	<ul style="list-style-type: none"> SW is seen as a role model for respectful and positive relationships. Timely and appropriate documented response to issues arising. Client and family satisfaction with services and CCL. Follow the policies and procedures of the organisation.
	<ul style="list-style-type: none"> Identifying own training/development needs. Participate actively in performance issues to rectify the issues. 	<ul style="list-style-type: none"> Staff appraisals are attended annually to identify learning needs and enable budgeting of education. Adheres to Award requirements/HR policies and procedures. Prompt response to poor performance issues.
	<ul style="list-style-type: none"> SW routinely receive information relevant to their roles and employment. 	<ul style="list-style-type: none"> Attend regular staff meetings held. Read staff information and apply in the work environment.

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Networking (external)	<ul style="list-style-type: none"> SW will represent CCL in a positive and respectful manner. 	<ul style="list-style-type: none"> Compliments and complaints will provide feedback.
Promotion	<ul style="list-style-type: none"> Promote services to the community. 	<ul style="list-style-type: none"> Participate in appropriate networking and other events. Provides a positive image to all who come in contact with CCL.
Quality Management	<ul style="list-style-type: none"> Contribute to CCL quality management and continuous improvement activities, including improvements in service delivery. Obtain feedback and input on processes from clients and other people. 	<ul style="list-style-type: none"> Constructive input into quality improvement activities. Input from clients and others are put forward. Information will be combined and trended for the purposes of possible areas of improvement. Actively participate in the implementation of systems and processes that meet industry standards including Aged Care and NDIS standards.
	<ul style="list-style-type: none"> Actively participate in learning environments in NDIS and other industry standards and understand the reasons for the quality indicators. 	<ul style="list-style-type: none"> All staff know their roles in the organisational quality improvement strategies and accreditation.
	<ul style="list-style-type: none"> Staff understand and adhere to relevant procedures and policies. 	<ul style="list-style-type: none"> Staff understand and comply with policies and procedures.

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Teamwork	<ul style="list-style-type: none"> • Work co-operatively with other TL, Managers and Administrators to ensure a cohesive approach to service delivery. • Participate in Team meetings. 	<ul style="list-style-type: none"> • Active and positive participation in team meetings. • Contribute to team-based decision making. • Information shared openly and honestly. • Courteous and respectful behaviours in all interactions. • An inclusive work environment maintained. • Disagreements resolved in a respectful manner.
Administration and Workplace	<ul style="list-style-type: none"> • Abide by the policies and procedures of CCL, including the staff code of conduct. • Complete and submit required documentation (e.g. reports, submissions, applications, timesheets). • Adhere to all regulatory requirements in relation to Disability and Ageing, WHS, employment, privacy. • Adhere to requirements of funding bodies. 	<ul style="list-style-type: none"> • Adherence to CCL policies and procedures. • Documentation processed and submitted within designated timeframes. • Documentation accurate and complete. • Activities consistent with relevant regulatory requirements and requirements of funding bodies. • Nil instances of non-compliance.

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Workplace health and safety (WHS)	<ul style="list-style-type: none"> Monitor practices and activities of colleagues and respond to safety issues, concerns, and unsafe acts. Report Incidents and Accidents. Take action to address unsafe work practices and hazards. Understand and adhere to WHS rules, policies and procedures. 	<ul style="list-style-type: none"> Active and positive involvement in WHS matters. All Incidents/Accidents both real and potential are reported. Safe work practices followed by SW. Nil non-compliance (within work team) with rules, policies and procedures. Timely action and reporting of work health and safety issues.
Other duties	<ul style="list-style-type: none"> Carry out any other reasonable duties in line with the CCL's requirements, as requested. 	<ul style="list-style-type: none"> Duties/tasks completed in a timely, efficient and effective manner.

Qualifications, Skills, Attributes, and Experience

Selection Criteria

Qualifications

- Qualifications in community services, disability, aged care or another relevant human services discipline OR willingness to undertake required training to at least Cert III level commencing within 6 months of appointment.

Experience

- Experience working with vulnerable people and with people living with disability or frail aged people.

Skills and Attributes

- Negotiation and mediation skills.
- Written and oral communication skills.
- Ability to network and build strong relationships with a range of stakeholders from diverse backgrounds.
- Demonstrated commitment to:
 - Promoting the rights of all people to be treated with dignity and respect;
 - Promoting social and community inclusion;
 - Working within a person-centred, trauma informed, supported decision-making and recovery frameworks;
 - Codesign and Coproduction Principles.
- Self-management skills to prioritise and manage time effectively, recognise and maintain professional boundaries, and reflect and learn from experience.
- Ability to work effectively in a team environment, setting and achieving shared objectives.
- Computing skills in Microsoft Office software and experience using a Client Management System.

Knowledge

- Understanding of the NDIS and/or community Aged Care services.

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- Understanding of WHS regulatory requirements, and privacy requirements.

Additional Requirements

- Evidence of a current NDIS Worker Screening Check with no exclusion.
- Evidence of a Working with Children's Check with no exclusion.
- Evidence of a National Police Check with no exclusion.
- Evidence of a Current First Aid Certificate and CPR.
- Evidence of a current Driver's Licence.
- Evidence of Certificate of Completion of the NDIS Worker Orientation Module (pre-employment requirement). See <https://training.ndiscommission.gov.au/course/index.php?categoryid=2>.

CERTIFICATION

I, _____ acknowledge the receipt of this Position Description. I hereby certify that I will undertake to work within the guidelines and policies of Cooma Challenge Limited.

Signed _____ Date ____/____/____

Staff member

Signed _____ Date ____/____/____

CCL

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