

## POSITION DESCRIPTION

<b>The Role</b>	SUPPORT WORKER
<b>Location</b>	Head Office, 4 Vagg Street, Cooma NSW
<b>Employment Type</b>	Casual/permanent part-time
<b>Terms &amp; Conditions</b>	Social, Community, Home Care and Disability Services (SCHCADS) Industry Award 2010, Classification Level 2
<b>Responsible To</b>	Coordinator

### About Cooma Challenge Limited (CCL)

CCL, a well-respected, not-for-profit organisation operating in the Snowy Monaro Region has been delivering a range of high quality, person-centred services since 1954 to people with disabilities, frail aged people and their families and carers.

CCL has successfully transitioned to the National Disability Insurance Scheme (NDIS) and My Aged Care (MAC) and is strategically well placed to achieve growth and financial sustainability.

### Purpose and aims of the Role

The Support Worker will work collaboratively with the Coordinator to provide supports for clients in accordance with policies and procedures to achieve clients' individual goals and address clients' needs as set out in their individual plans that will ensure CCL's ongoing success.

### Key Responsibilities

Actively deliver service supports to clients in accordance with directions provided by Coordinators including personal care, domestic assistance, social support and skills development, and transport.

Communicate and work effectively with clients to enable them to achieve their goals and aspirations as outlined in individual plans including building effective relationships to increase social inclusion within their community.

Support respectful and positive relationships with clients and their family members.

Communicate, record and report all relevant information including timesheets and shift reports in a timely and professional manner.

Issue Number: 1 Revision: 2	Document Number: C-Z-036	Document Issued by: QA
Issue Date: 18Dec18; 3Jan19	Page 1	Document Approved by: CEO
Review Date: 15 Jul 2020	Cooma Challenge Limited	

Manage an individual roster as scheduled by the Coordinator to ensure adherence with HR policies.

Work with minimal supervision and deal with practical issues and enlist Coordinators' assistance as needed to address urgent issues.

Report any concerns, complaints, grievances and incidents to Coordinators on a weekly basis, or with high level situations as they occur / in a timely manner.

Use effective listening skills and adapt communication styles to meet clients' individual needs.

Work within CCL's strategic direction and other compliance requirements including policies, procedures and practices.

Attend regular meetings as organised by the Coordinator.

Contribute to the development of and implementation of continuous quality improvements in service delivery.

Ensure compliance with the Work Health Safety (WHS) Act (refer to attachment).

Commit to participating in professional development including training and annual review.

### **Qualifications, Skills, Attributes, and Experience**

- Experience and/or Certificate III qualifications in Community Services, Disability, Aged Care, or related discipline desirable.
- Excellent interpersonal and communication skills.
- Enthusiasm, initiative and a positive "can do" approach that is flexible, agile and creative.
- A commitment to working within CCL's Mission, Vision and Strategic Intent.
- A commitment to promoting the rights of all people to be treated with dignity, respect, and social and community inclusion and working within a person-centred, human rights framework.
- A commitment to working within a framework of "continuous improvement".
- A commitment to maintaining CCL's image and reputation.
- A commitment to maintaining confidentiality and awareness of diversity in relation to sensitive issues.
- A current cleared NSW Working With Children Check and a current cleared National Police Check.
- A current First Aid Certificate.
- A current Drivers' Licence.

Issue Number: 1 Revision: 2	Document Number: C-Z-036	Document Issued by: QA
Issue Date: 18Dec18; 3Jan19	Page 2	Document Approved by: CEO
Review Date: 15 Jul 2020	Cooma Challenge Limited	



- A Smart Phone.
- An email account.

### Probationary Period

A probationary period of three months applies. At the end of this period a review/appraisal will be conducted by a Coordinator to determine ongoing employment.

### 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 \_\_\_\_/\_\_\_\_/\_\_\_\_

On behalf of Cooma Challenge Limited

Office Use Only

Date for Probationary Review \_\_\_\_/\_\_\_\_/\_\_\_\_

Date for Annual Review \_\_\_\_/\_\_\_\_/\_\_\_\_

Issue Number: 1 Revision: 2	Document Number: C-Z-036	Document Issued by: QA
Issue Date: 18Dec18; 3Jan19	Page 3	Document Approved by: CEO
Review Date: 15 Jul 2020	Cooma Challenge Limited	

## ATTACHMENT A – DUTY OF CARE – WHS RESPONSIBILITIES

Work within the disability and aged care sectors can be emotionally, mentally and physically challenging. To perform this role you require a level of physical fitness needed to be on your feet for long periods of time, help transfer and position people, and where relevant undertake other physical activities such as cleaning, moving equipment, transporting people in wheelchairs, helping people in and out of vehicles, and other manual tasks specific to your role. You require a level of mental wellness to enable you to support vulnerable people with diverse support needs, including people who have experienced trauma, people who may exhibit behaviours of concern and people who may challenge your professional boundaries.

You are required to declare to Cooma Challenge Limited (CCL) if you experience any medical condition that may affect your ability to do your job, or that may be a risk to health and safety of yourself or others (eg if it is unsafe for you to drive because you are taking medication that makes you drowsy). The information that you provide is private and confidential and will not be disclosed without your prior consent.

If you experience any medical condition that may require reasonable adjustments or support in the work environment to enable you to do your job, you are encouraged to advise CCL.

CCL, under the Work Health and Safety Act 2011 (WHS Act) and the WHS Regulations, must ensure, so far as is reasonably practicable, the health, safety and welfare of all staff and employees and clients generally.

The WHS officers of CCL (the Board Directors and CEO) have a duty to exercise due diligence to ensure the organisation complies with legislation requirements.

All staff members (referred to as ‘Workers’ under the Act) must take reasonable care for the health, safety and welfare of themselves and others – including people under their care – in the workplace and who may be affected by any staff acts or omissions.

It is a requirement of employment with CCL that all staff members have a clear understanding of WHS requirements and know what they must do if a risk or hazard is identified in the workplace.

You are required to, so far as is reasonably practicable:

- Keep yourself and other staff members, clients and visitors safe when at CCL work sites and enterprises by observing and promoting safe working practices.
- Be aware of the location in your workplace of safety equipment including First Aid Kits and Fire Extinguishers.
- Participate in consultation and training about WHS including Emergency Drills.
- Identify and report hazards and incidents to your supervisor.

Issue Number: 1 Revision: 2	Document Number: C-Z-036	Document Issued by: QA
Issue Date: 18Dec18; 3Jan19	Page 4	Document Approved by: CEO
Review Date: 15 Jul 2020	Cooma Challenge Limited	