



POSITION DESCRIPTION

Job Title:	Support Worker
Department:	Program and Service Delivery
Position ID:	
Reports To:	Relevant Supervisor
Classification:	Permanent / Part Time / Casual
Location:	Bundaberg
Salary Range:	Level 1 to Level 2 (dependent on skills and experience) Social, Community, Home Care and Disability Services Industry Award 2010
Hours per week:	Up to 38 hours
Prepared By:	Chief Executive Officer
Approved By:	Chief Executive Officer
Approved Date:	September 2016

Position Objectives

The Support Worker role is responsible for providing high quality, professional support and assistance to customers of Carinbundi, with disabilities. The role will assist with a range of personal care and support tasks relevant to the customer's full participation in the community.

Key Responsibilities and Duties

Service delivery	<ul style="list-style-type: none"> • Provide high quality, professional and individualised support to Carinbundi customers, including but not limited to: <p><u>Respect & Relationships</u></p> <ul style="list-style-type: none"> • Respect and develop professional relationships with customers, employees and other related services/people, using appropriate terminology and language and creating a safe and comfortable environment. <p><u>Physical Assistance</u></p> <ul style="list-style-type: none"> • Provide a high level of physical assistance to our customers including all aspects of manual handling, lifting, bending, and stretching and physical transfer of customers. <p><u>Personal Care</u></p> <ul style="list-style-type: none"> • Provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required. <p><u>Daily Support</u></p> <ul style="list-style-type: none"> • Assisting in daily planning, advocacy, communication and transport as required by the service or the people we support in both the customers home or within the community. Assist customers to access and purchase items with their own money in accordance with Carinbundi policy. <p><u>Administration</u></p> <ul style="list-style-type: none"> • Read and update house diaries, communication books and customer files to ensure relevant documentation is available to other Carinbundi employees; service providers and/or parents/carers as required. • Complete all administrative tasks required to ensure compliance with Carinbundi's policies and procedures. • Record attendance and complete timesheets in an accurate and timely manner.
Representation	<ul style="list-style-type: none"> • Promote Carinbundi's image of a professional and efficient organisation through demonstrating a high level of customer service at all times.



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	<ul style="list-style-type: none"> • Develop and maintain positive communication links with other service providers and support to individual customers. • Assist if required to provide communication support in order for the customer to interact with others. • Maintain positive and welcoming relationships with family, friends and other service providers of Carinbundi customers. • Communicate verbally or in writing, any observations that may affect customer activities and the running of the service.
Team Work	<ul style="list-style-type: none"> • Contribute to maintaining an inclusive and supporting team environment. • Attend and participate in meetings, reviews and committees as required. • Seek and provide guidance and feedback from others for work performed including co-workers, volunteers and students.
Code of Conduct and EEO	<ul style="list-style-type: none"> • Encourage and promote behaviour consistent with the Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.
Records Management	<ul style="list-style-type: none"> • Ensure Adhere to relevant Records Management policies and practices.
Work Health and Safety	<ul style="list-style-type: none"> • Adhere to relevant Work Health and Safety policies and practices and carry out responsibilities as outlined in applicable documents.
Customer Service	<ul style="list-style-type: none"> • Provide a high level of internal and external customer service at all times.
Change Management	<ul style="list-style-type: none"> • Seek continuous improvement in operational effectiveness and efficiency by generating innovative approaches to deploy resources, meet challenges of a changing environment and improve service to stakeholders.
Other	<ul style="list-style-type: none"> • Carry out any other duties within the limits of the employee's skill, competence and training.

Key Selection Criteria

1. Tertiary qualifications at Certificate III level (or the ability to obtain) or work experience in disability, community services or relevant field.
2. High level of communication and interpersonal skills with the demonstrated capacity to interact with people with disabilities, their families/carers and other employees in the organisation.
3. Demonstrated ability to maintain confidentiality and respect and to maintain a safe and caring environment for customers and their families.
4. Demonstrated ability to manage and prioritise a range of tasks, plan workloads and work to deadlines.
5. Ability to work with customers with a disability and/or challenging behaviours and carry out personal hygiene duties for those customers.
6. Ability to fulfil after hours and on-call requirements.
7. Computer skills including Microsoft Office.
8. Current Working With Children Blue Card and Police Check or ability to undertake a successful application.
9. Current Driver Licence.