

POSITION: **Support Worker**

RESPONSIBLE TO: Service Manager

DIRECT REPORTS: • Nil

OTHER KEY RELATIONSHIPS:

- Customers and their families/stakeholders
- Support Workers
- Senior Support Workers
- Service Managers
- Customer Connect
- Business Operations Support Team
- Other key Cootharinga personnel
- Other disability and community service providers
- Other (potential) purchaser/funder agencies, including:
 - Queensland State and Commonwealth Government departments
 - Regional government authorities
 - Office of the Public Trustee

JOB PURPOSE: To provide high quality supports and services to your customers to ensure that their goals and objectives are being met.

To work autonomously, and, as part of a collaborative team in a range of work locations to promote the customer's dignity and independence and facilitate strong community interactions.

To foster meaningful relationships with your customers, family members, decision makers and relevant government authorities.

ROLES & RESPONSIBILITIES: *Support Worker*

Customer Care

1. To provide exceptional personal care, including manual handling, to your customers respectfully whilst maintaining the customer's dignity and privacy.
2. To support your customers to increase their independence and skills in a variety of in-home, group or community settings in line with the customer's identified goals and objectives.
3. To actively promote a culture of change and progressive thinking when considering benefits to the customer.
4. To actively support changes resulting from the introduction of the NDIS and other funding streams.

Accurate and Timely records

5. Accurately record all customer information, including progress notes associated with service delivery, in TCM or any other relevant business systems within one week of shift completion.
6. Accurately record your shifts and Cootharinga vehicle log sheets using the recognised business processes within one week of shift completion.

Stakeholder relationships

7. Engage in positive promotion of Cootharinga's services in all interactions with customers, their families, friends, advocates, members of the community and organisations to ensure our supports assist the customer live the life they want and meet their goals and objectives
8. To respectfully engage with all Cootharinga staff fostering cooperation across all services including attendance at team meetings, corporate events and fundraising activities (where relevant).

General

9. Proactively seek and discuss developmental and learning opportunities with your Service Manager.
10. Ensure services are provided so as to adhere to Cootharinga's internal policies and procedures as well as relevant industry legislation and standards.
11. Undertake other roles and responsibilities as assigned, and deemed appropriate by the Service Manager, to meet business and service delivery requirements that fit within both your direct and transferrable skills and experience.

KEY RESULT AREAS:

1. Ensure the customer's personal care needs, goals and objectives are being met within established parameters.
2. To support the customers to increase their independence and skills in line with the customer's identified goals and objectives and/or Care Plan.
3. Accurately record all customer information, including progress notes associated with service delivery, in TCM within one week of shift completion.
4. Accurately record your shifts and Cootharinga vehicle log sheets using the recognised business processes within one week of shift completion.
5. Engage in positive promotion of Cootharinga's services in all interactions with customers, their families, friends, advocates, members of the community and organisations.
6. To respectfully engage with all Cootharinga staff fostering cooperation across all services including attendance at team meetings, corporate events and fundraising activities (where relevant).
7. Proactively seek and discuss developmental and learning opportunities with your Service Manager.
8. You will be required to enter into an annual *Developing High Performance – Performance Agreement*, which will outline specific performance indicators, targets and stretch targets and learning outcomes relevant to our business environment.

GENERAL PROVISIONS:

1. It is necessary for the Support Worker to work outside standard hours and perform shift work. Some travel throughout Queensland, particularly North Queensland may be required from time to time dependent on business and customer needs.
2. You will be expected to work independently/autonomously, at times, and also as a contributing member of a team.
3. In consultation with you, Cootharinga North Queensland may alter the duties of this position by 25% to meet business and service delivery requirements without a requirement for job redesign.

SELECTION CRITERIA

ESSENTIAL:

1. Proven ability to work effectively with a wide range of people including the aged and people with disability.
2. Demonstrated ability to work both autonomously and as part of a team.
3. Well-developed verbal and written communication skills together with strong numeracy, literary and computer skills.
4. Ability to follow organisational policies, procedures and safe work practices in accordance with current legislation and quality standards.
5. Ability to work flexible hours including overnight, weekends, public holidays and varying shift times that start from 1 hour in duration.
6. Current 'C' Class Driver Licence acceptable under Queensland Legislation.
7. Current Yellow and Blue Cards, or the ability to obtain these and any other necessary licensing and checks prior to commencement.

DESIRABLE:

4. Certificate III Individual Support (Disability/Ageing or both), or its equivalent, or the ability to achieve this within 12 months of commencement where business needs require it.
5. First Aid and CPR Certificate
6. Experience in the provision of personal supports within the disability, aged care or other relevant industry.
7. Experience with the National Disability Insurance Scheme, Aged Care Funding and other Government funding streams

NOTE:

Support Workers commencing with Cootharinga North Queensland from 2018 are required to have a fully maintained smart phone or device with Wi-Fi access for work purposes as a condition of employment.