Interchange Outer East
Permanent Support Worker Position Description

Position: Permanent – 6 months probation
Reports To: Co-ordinators & Team Leader
Date: March 2019

ABOUT INTERCHANGE

Interchange Outer East works within the human rights framework:

- Dignity
- Respect
- Equity
- Freedom

Employees must have the passion and belief in people's rights and citizenship.
They must treat all people with respect and dignity, valuing uniqueness (culture, family structure, customs, etc) and self worth. Communication should be aimed to strengthen families, listening and learning and creating relationships of trust.

Interchange aims to encourage people to develop skills and competencies through their work. Education is a lifelong process and many competencies can be learnt on the job through positive role models and training.

KEY ACTIVITIES

- Providing a range of quality support services to families of people with disabilities
- Providing a range of quality recreation, social, and life skill services to people with a disability
- Providing a range of opportunities for involvement by all people in the community

Employee's purpose is to:

1. Build a great community
2. Educate – sharing knowledge
3. Create opportunities
4. Create choices
5. Assist families and individuals
6. Make connections
7. Embrace change
8. Timely and open communication
9. Ensure sustainability
10. Have fun

Job Summary

The support worker is part of a team who are responsible to provide meaningful opportunities and experiences typical of young adults with a focus of connecting people in valued roles alongside other young

adults in the wider community. The position is a direct support and leadership role, in which staff members act as facilitators and role models for young adults with disabilities and community members in a range of settings.

This is achieved in both group based and individualized services through:

- Listening, learning, planning with participants and their families using a flexible and person centred approach
- Developing strong relationships with participants and partnerships with their families, businesses, and community members. This includes developing good communication strategies for all.
- Maintaining and contributing to a high quality service, which is open to change and innovation
- Working as part of a skilled and focused team committed to creating better futures for young adults with a disability.
- High standards of safety and supervision
- Creative problem solving.

Competencies Required

- .Honesty, integrity and ability to work with others for a positive solution.
- A minimum Certificate III qualification, or equivalent proven experience, in a related field
- Belief that all people with a disability contribute to the community.
- Capacity for high levels of independence and autonomy.
- Work within a team based approach.
- Understand and advocate the right of every individual to have access to some form of communication, which allows them freedom of expression and the ability to have choices and power over their own lives.
- Clear and effective communication skills, meeting the needs of people from various backgrounds and skill levels.
- Commitment to learn and develop skills.
- Being able to effectively handle interpersonal and work management pressures in a professional and positive manner.
- Ability to manage and address conflict.
- Ability to work within an environment of Information Systems and processes.

Core Responsibilities

- Understand the charter of human rights.
- Use work practices that respect all individuals.
- Promote positive practices within the workplace.
- Work within Interchange Outer East as a whole agency to achieve its strategic plan.
- Be reliable.
- Ensure a safe and secure environment for the person/people you are supporting.
- Undertake personal care or attendant care to the person in a manner that enhances their independence, dignity and sense of self.
- Seek direction or support from the parent or Interchange Outer East on any matter you are unsure of.
- Follow directions from therapist, teachers or activity leaders when working in an integrated setting.
- Engage in meaningful interaction between you and the person/people you support.
- Maintain the confidentiality of individuals and families at all times.
- Feedback all concerns regarding support to relevant coordinators.
- If unable to attend a shift contact must be made with the relevant coordinator as soon as possible by phone. It is insufficient to only leave a message you must speak to someone and pass on all relevant details of the shift.

- In situations where shifts are cancelled with less than 24 hrs notice, an alternative shift or office work may be offered with similar timeframes. If you choose not to accept the alternative work you will not be paid for the shift (this does not include shifts cancelled because individuals are hospitalised – refer to cancellation policy).
- Work as part of a team which is committed to the use of person centred thinking and practices.
- Demonstrate an understanding of disability and the challenges presented to individuals and families, particularly in terms of human rights, community contribution and valued status.
- Work in line with relevant Acts and frameworks i.e. Disability Act 2007, Disability Quality Framework.
- Work collaboratively to understand individuals, their goals and aspirations, supporting each person to meet these.
- Work collaboratively with all areas of Interchange Outer East towards a common goal and purpose.
- Work collaboratively with external service providers to ensure a consistent approach is taken in meeting participant's need, including the development of 'one person one plan.'
- Ensure that Interchange Outer East actively contribute to community education and inclusion through a human rights framework
- Attend relevant staff / team meetings.
- Be involved in regular supervisions.

Individual / Family Support:

- Treat all individuals with respect and dignity.
- Contribute to learning about individuals including individual communication strategies.
- Contribute, develop and maintain up to date and relevant support information for individuals.
- Contribute, develop and maintain individual plans with participants and their families where required.
- Ensure families and individuals have access to information about their rights and responsibilities including human rights, and restrictive practices and complaint mechanism.
- Work with families to develop an understanding of positive behaviour support and future planning.
- Model good working practices to staff/volunteers when working with participants, families and community members

Training

- Participate in ongoing training and skills development.
- Attend Interchange Outer East induction.
- When required, undertake sessions in:
    - Position induction
    - Human Rights
    - Developing Support Information, Communication Support Plans and Personal Plans.
    - Positive behaviour support.
    - What are restrictive practices and how to reduce these practices.
    - Responsibilities to meet legislative requirements specifically around restrictive practices.
    - Volunteer support training.

Staff Support

- Contribute to maintaining a productive and harmonious team.
- Employees are encouraged to foster a team approach when working with families. For this to be successful it is important that support workers discuss issues of concern or good news with the relevant coordinators.
- Treat colleagues and volunteers with respect and dignity.
- Support your fellow team members to work well and achieve desired outcomes.

- Be honest and open and communicate any concerns regarding individual's needs, work practices or working conditions to your coordinator.

Development of the service

- Provide opportunities for individuals, families and volunteers of Interchange Outer East to have input into service development.
- Where appropriate attend and contribute to meetings and working groups that will contribute to the service's development and or Interchange Outer East as a whole.

Interchange Outer East Responsibilities

- Report to Coordinators or Team Leader upon request.
- Understand and follow the policy and procedures of Interchange Outer East.
- Involvement in formal and informal planning and evaluation processes for relevant programs and the agency as a whole.
- Working knowledge of Microsoft Office programs.

Administration

- Ensure you have and update where required the necessary medical, personal care, emergency information about the person/people you are supporting.
- Ensure you have information about the purpose and goal of each shift and or program.
- Report any issue of concern, occupational health and safety issues or incidents that may have occurred whilst working for Interchange Outer East.
- Complete incident reports where necessary.
- Complete accurate case notes, shift/program outlines and any other documentation as required.
- Correctly complete timesheets and return them to Interchange Outer East by 5pm Monday of the new pay week.
- Participate in any meetings relevant to the role you are undertaking.
- Keep and maintain accurate records of shifts you have agreed to.
- Advise coordinator if a family have requested support directly with you.
- Ensure that all restrictive practices are recorded and reported in line with current legislation.
- Advise your coordinator when leave is required or you are unavailable to work.
- Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas used.

Mandatory Requirements

Prior to commencement of work at Interchange Outer East, and in order to continue working, all mandatory requirements must be met. It is the responsibility of the employee to obtain and maintain currency of items (1), (2) and (3) below. It is the responsibility of Interchange Outer East to maintain currency of items (4) and (5) below.

1. Current Working With Children Check
2. Current First Aid Certificate - HLTAID004 Provide Emergency First Aid Response in an Education & Care Setting
3. Manual Handling Certificate
4. Crimcheck
5. Administration of medication certificate
6. Disability Worker Exclusion Scheme

Additional Position Requirements

- The employee must have a current driver's licence (preferably manual).
- Maintain a road worthy car and vehicle insurance.
- Availability to be flexible and go on overnight programs.