

**INTERCHANGE OUTER EAST (IOE)**  
**Casual Support Worker – Position Description**



Position: Casual Support Worker  
Reports To: Coordinators & Team Leaders  
Reviewed: January 2021

**ABOUT IOE**

IOE is a child safe organisation upholding the right of children and vulnerable people to be free from abuse. All people involved with IOE have the right to feel safe and supported during their involvement with the organisation.

IOE 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 respite care and 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

## **Aim**

To provide support that is consistent, flexible and tailored to an individual's needs, delivered in a manner which enhances the independence and dignity of the person/people being supported. Support workers are employed on a casual basis and provided with ongoing support and training opportunities.

## **Job Summary**

Support individuals to participate in activities in line with the directions provided by the participant, their families and coordinators. These may include but not limited to:

- In home support.
- Transport.
- Support within group based settings
- Support within community settings, i.e. appointments, sporting events, work roles, camps, etc.
- Support worker on IOE recreation programs.

## **Competencies Required**

- A minimum Certificate III qualification, or equivalent proven experience, in a related field is preferred.
- 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.
- A focus on developing solutions to issues that arise through work practices.
- 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 IOE as a whole agency to achieve its strategic plan.
- Be punctual.
- 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 IOE 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.
- 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, NDIS Quality Standards.
- Work collaboratively to understand individuals, their goals and aspirations supporting each person to meet these.
- Work collaboratively with all areas of IOE towards a common goal and purpose.
- Ensure that IOE actively contribute to community education and inclusion through a human rights framework
- Attend relevant staff / team meetings.

### **Shift Cancellations**

#### ***Support Worker Notice of Cancellation within 24 hours notice or less of the intended shift***

- If an equivalent shift is available for the same time; the support worker will be offered this. They will then be paid for the hours they worked.
- If the original booked shift was longer than the replacement shift, the support worker will be paid the additional hours. These hours will be invoiced to the individual who requested the original shift. In the case of no alternative shift being available, the support worker will be paid the full amount of the booked shift.
- Where a support worker is being paid for cancelled shifts there may be occasions that they are requested to come into the office and use the time to do administration work. Priority will be made for work that relates to the individual paying their shift but will not be limited to this.
- If a support worker chooses not to take the replacement shift/work in the office they will not be paid for the shift.
- Where a support worker has been booked to work a period longer than 24 hours and the shift is cancelled without sufficient notice, the support worker will be paid for the first 24 hours of the booking only.
- If a shift is cancelled due to hospitalisation of a client, coordinators will attempt to offer an alternative shift to the support worker. Where there is no alternative shift available, the support worker will not be paid for the cancelled shift.

#### ***Support Worker Notice of Cancellation outside of 24 hours notice***

- Where at all possible, IOE will offer replacement a replacement shift for a similar time and hours.
- If a replacement shift is unavailable, the support worker will not be paid for any part of the cancelled shift when cancellation is outside of 24 hours notice.

### **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 IOE 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.
- 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 IOE 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 IOE as a whole.

### **IOE Responsibilities**

- Report to Coordinators or Team Leader upon request.
- Understand and follow the policy and procedures of IOE.
- Involvement in formal and informal planning and evaluation processes for relevant programs and the agency as a whole.

### **Administration**

- Ensure you have 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 you are scheduled to work.
- Report any issue of concern, occupational health and safety issues or incidents that may have occurred whilst working for IOE.
- Complete incident reports where necessary.
- Correctly complete timesheets and submit at the end of your shift.
- To 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.
- Maintain and complete medication sheets when required.
- 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 IOE, and in order to continue working, all mandatory requirements must be met. An employee not meeting any of the mandatory requirements will be suspended from employment until such time as the requirement is fulfilled.

**Person Responsible for renewal and cost**

<b>Item</b>	<b>Mandatory Requirement</b>	<b>Initial Employment</b>	<b>Renewal</b>
1	Working with Children Check	Employee	Employee
2	First Aid – HLTAID0012 *	Employee	IOE*
3	Manual Handling certificate	Employee	No renewal
4	Crimcheck	IOE	IOE
5	Administration of Medication certificate	IOE	No renewal
6	Disability Worker Exclusion Scheme (DWES)	IOE	No renewal
7	NDIS Worker Orientation Module	Employee	No renewal
8	Covid-19 Infection Control Training	Employee	No renewal
9	Hand Hygiene	Employee	No renewal
10	PPE training	Employee	No renewal

Note: \* (1) HLTAID012 will supersede HLTAID004 commencing February 2021. HLTAID012 Provide Emergency First Aid Response in an Education & Care Setting.

(2) If the employee is to be reimbursed for the cost of renewing their first aid qualification, they will be reimbursed up to the value of \$150. Alternatively, regular first aid training is scheduled and run at IOE at no cost to the employee.

**Additional Position Requirements**

- The employee must have a current driver's licence.
- Maintain a road worthy car and vehicle insurance.
- Working knowledge of Microsoft Office programs.