

<b>ROLE:</b>	Casual Support Worker	<b>TEAM:</b>	Family Services Hubs
<b>SUPERVISOR:</b>	Coordinators & Team Leader	<b>DATE REVIEWED:</b>	1 <sup>st</sup> July 2022

**ABOUT INTERCHANGE OUTER EAST:**

**We support families.**

Family wellbeing has always been and will always be at the core of everything we do. This means building strong relationships between families and our team, underpinned by listening and trust.

**We engage and empower children and young people with disabilities.**

We operate within a human rights framework that respects the dignity of all individuals. For us and our community, this is about children and young people having opportunities to deepen relationships, have fun, develop skills, enhance health and wellbeing, and build independence.

**We build inclusive communities.**

We value our Interchange Outer East community and encourage everyone to make a contribution. This builds inclusive, cohesive and equitable communities. Our community includes a range of people, such as families, children and young people, our team of staff and volunteer, partners and other community members.

<b>EMPLOYEE PURPOSE</b>	Be family focussed Uphold human rights Participate and encourage an inclusive community Develop trust with all in the IOE community Contribute to a safe and fun environment	<b>AIM OF ROLE</b>	To provide support that is consistent, flexible and tailored to an individual’s needs and aspirations.
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<b>JOB SUMMARY</b>	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: <ul style="list-style-type: none"> <li>• In home support.</li> <li>• Transport.</li> <li>• Support within group based settings.</li> <li>• Support within community settings, i.e. appointments, sporting events, work roles, camps, etc.</li> <li>• Support worker on Interchange Outer East recreation programs.</li> </ul>
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<b>KEY OUTCOMES</b>	<ol style="list-style-type: none"> <li>1. Enhance the independence and dignity of the person/s being supported.</li> <li>2. Promote and participate in positive practices within the workplace that respect all individuals</li> <li>3. Be punctual and reliable</li> <li>4. Ensure a safe and secure environment for the person/s you are supporting</li> <li>5. Undertake personal or attendant care in a manner than enhances dignity, independence and a sense of self</li> <li>6. Follow directions from therapist, teacher or activity leaders when working in an integrated setting</li> <li>7. Engage in meaningful interaction with the person/s you support</li> <li>8. Maintain the confidentiality of individuals and their families at all times</li> <li>9. Provide regular feedback to coordinators regarding shift outcomes</li> <li>10. If unable to attend a shift, you must speak to a coordinator during office hours or the after hours phone contact as soon as you can (refer Cancellation policy for further information)</li> <li>11. Demonstrate an understanding of disability and the challenges presented</li> <li>12. Work in line with the NDIS Quality Standards and Disability Act 2007</li> </ol>
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## POSITION DESCRIPTION

13. Work collaboratively with IOE and external services to provide support which assists individuals to meet their goals and aspirations
14. Be actively involved in supervision meetings with coordinators and team leaders as required
15. Be actively involved in team meetings as required

## RESPONSIBILITIES

### CORE CAPABILITIES & EXPECTED BEHAVIOURS

#### 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.

#### 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.

#### 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 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 Interchange Outer East.
- Complete incident reports where necessary.
- Complete accurate case notes, shift outlines and any other documentation as

### KEY SELECTION CRITERIA

- Willing to use initiative and lead with a sense of fun and enthusiasm.
- Willing to assist people with their personal care needs.
- Available for flexible work in various locations and hours, especially at our peak times including: out of school hours, weekend and school holidays. (Minimum 2 hour shifts)
- Capable of working independently without direct supervision.
- Willing to use your skills working with people who have complex behaviours.
- Experienced working with people who need complex physical support.
- Looking at establishing their career as a disability support worker

### KEY RELATIONSHIPS AND INTERACTIONS

- Individuals receiving support
- Families of the individuals
- Coordinators and team leaders of IOE
- Community members
- Therapists, teachers, activity leaders

## POSITION DESCRIPTION

<ul style="list-style-type: none"><li>○ Positive behaviour support.</li><li>○ What are restrictive practices and how to reduce these practices.</li><li>○ Responsibilities to meet legislative requirements specifically around restrictive practices.</li><li>○ Volunteer support training.</li></ul>	<p>required.</p> <ul style="list-style-type: none"><li>• Correctly complete timesheets and return them to Interchange Outer East at the end of each shift.</li><li>• Participate in any meetings relevant to the role you are undertaking.</li><li>• Keep and maintain accurate records of shifts you have agreed to.</li><li>• Advise coordinator if a family have requested support directly with you.</li><li>• Maintain and complete medication sheets when required.</li><li>• Ensure that all restrictive practices are recorded and reported in line with current legislation.</li><li>• Advise your coordinator when leave is required or you are unavailable to work.</li><li>• Maintain a healthy and safe workplace and environment for all, including the cleaning up of areas used.</li></ul>	<h3>QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS</h3> <ul style="list-style-type: none"><li>▪ A minimum Certificate III qualification</li><li>▪ Equivalent proven experience, in a related field</li></ul>
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