

Position Title	Support Worker	Department	NDIS Services & Aged Care
Reports to	<input type="checkbox"/> Senior Team Leader Accommodation Services <input type="checkbox"/> Manager, Support Work <input type="checkbox"/> Manager, Aged Care	Effective date	February 2023
Responsible for	Providing support to Participants under NDIS and Aged Care	Location	Victoria / Tasmania

Organisation Overview	<p>Expression Australia's aims to give all people who are Deaf and Hard of Hearing every opportunity to connect with and contribute to society and develop in all aspects of life, in their language of choice. In addition, we are an inclusive organisation with an aim to be an employer of an equal number of Deaf and Hard of Hearing people.</p> <p>Established in 1884, we strive to provide transformational services and support for our community to be able to participate across all areas of life, by optimising new technologies, addressing inequity and driving social change.</p>
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Role Overview	<p>The Support Worker role provides practical NDIS & Aged Care related support to Deaf and Hard of Hearing people by building up capacity and/or independent living skills including, but not limited to: home, accommodation settings, personal care, domestic assistance, social access & community participation and confidence in using technology/assistive devices within their homes and the wider community.</p> <p>Support Workers will be required to provide support at varying locations across Expression Australia's Accommodation, residential, Disability and Aged Care support services. All employees will have a primary rostered location, but will be expected to have flexibility for ad hoc support across the support function, with written notice provided by Expression Australia.</p>
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Job Specific Responsibilities	
<i>Key performance indicators will be clearly defined through the performance planning process.</i>	
Contribute to the achievement of Expression Australia's strategic objectives	<ul style="list-style-type: none"> • Advance Expression Australia strategic plan and its vision through executing the organisation's strategic priorities • Model behaviours that are consistent with the mission and beliefs of the strategic plan • Model behaviours that reflect our values
OHS & Quality Compliance	<ul style="list-style-type: none"> • Take reasonable care for their own health and safety, and health and safety of others • Adhere to OHS guidelines • Adhere to the organisation's Quality framework • Follow industry standard infection control guidelines and practices and COVID protocols
Capacity Building & Outcomes	<ul style="list-style-type: none"> • Provide core support enabling participants to live independently within the accommodation, home, & community in the context of physical health, safety and emotional well being • Build participants' capacity to increase their quality of life within different areas of their lives including social and community participation while exercising choice and control. • Liaise with relevant agencies/service providers where guided by the participant to ensure access for participants to services is implemented and supported. • Develop and implement realistic plans with participants to achieve participants' goals in a respectful and timely manner • Assist in the development of resource materials for participants to own and refer to.

<p>Individualised and Professional Personal Care</p>	<ul style="list-style-type: none"> • Provide residential support to Participants in all aspects of daily living to include but not limited to personal care, domestic assistance, social support, transport, skill development and respite, ensuring support is delivered in an appropriate, caring and respectful manner that maintains client dignity. • Deliver appropriate care according to the Participant and personalised care plan • Ensure all medications, treatments, meal preparations and activities are completed safely to ensure the safety of all participants, families, the community and themselves • Deliver appropriate care according to the Participant and personalised care plan • Operating lifting devices such as standing machines and sling hoists with the assistance of another staff member • Assist the Participant with activities of daily living and where safe to do so encouraging independence with <ul style="list-style-type: none"> ○ personal needs such as showering, toileting, dressing and undressing as required. ○ transfers and general mobility within and outside the residence ○ communication needs ○ daily exercise program ○ provision of ongoing long-term support to residents ○ mental health conditions as diagnosed by a medical professional.
<p>Professional Compliance</p>	<ul style="list-style-type: none"> • Demonstrate a strong understanding of current legislation including: Disability Act 2006, DHHS Standards 2012, NDIS Code of Conduct, NDIS Act 2013, NDIS Rules 2018 Aged Care Act 1997, Aged Care Quality and Safety Commission Act 2018, and all other relevant legislations • Adhere and maintain administration and reporting requirements in a timely manner, including but not limited to incident reporting, maintenance, case notes, resident files communication book and handover meetings • Work autonomously within a team environment and efficiently supports residents of varying levels of complexity to achieve their goals/tasks • Actively promote a safe working environment within Expression Australia premises and within the wider community • Demonstrates awareness of own abilities and limitations, identifying learning needs and seeking guidance when necessary • Maintains qualifications as required by role
<p>Keyworker Role & Responsibilities <i>(Applies to Permanent Staff at Accommodation Services only)</i></p>	<ul style="list-style-type: none"> • Take responsibility for 1 or 2 key residents depending on permanent rostered hours • Develop professional relationship with key resident • Support resident to maintain contact with family members if resident wishes to do so • Conduct annual Individual Plan meeting for key resident to establish SIL goals. • Ensure routine medical appointments are organised on residents' annual planner yearly • Information regarding medical appointments are accurately recorded including any follow up required • Keep residents' general and medical files in order and archive old records annually or when required • Submit Key Worker Report for each key resident to Senior Team Leader on monthly basis
<p>Additional Duties</p>	<ul style="list-style-type: none"> • Permanent staff to have regular rostered shifts on fortnightly basis (N/A for casual staff) • Part time and casual staff to cover available irregular shifts (8-10 hours break between shifts) • Undertake other duties where reasonably required • Participate in monthly team meetings <i>(N/A for Casual Staff)</i> • Participate in direct supervision with your manager/team leader. • Undertake responsibility in maintaining own professional development

<p>Values</p>			
<p>Respectful</p>	<p>Behaving ethically appropriate, respectful of culture, history and community and providing person centred services to participants and others</p>	<p>Diversity</p>	<p>Showing respect for diverse backgrounds and experiences</p>
<p>Adaptive/Resilience</p>	<p>Demonstrating and developing individual coping strategies</p>	<p>Progressive</p>	<p>Innovating and looking at ways to improve the lives of our participants and communities</p>
<p>Inclusive</p>	<p>Working effectively and engaging with others to achieve a common goal</p>		

Knowledge, Skills & Experience

Essential

- Broad community awareness and experience in navigating the wider community on many levels; strategies, etc.
- Experience working with people with various challenges; mental health, additional disabilities, and/or from non-English speaking backgrounds, advanced age.
- Excellent interpersonal and conflict resolution skills
- Experience in cooking, food safety and hygiene
- Current driver's license (including valid registration and full comprehensive third-party insurance)
- Understanding of the Disability Act, DHHS Standards, NDIS Code of Conduct and NDIS Practice Standards and all other relevant legislations
- Understanding of Equal Employment Opportunity (EEO), OHS, privacy and confidentiality.
- Medication endorsement/competency/qualification

Desirable

- Auslan skills (No Auslan experience are welcome to apply)
- Knowledge and understanding of Deaf and hard of hearing issues, including social, linguistic and educational impacts of deafness
- Awareness of relevant technology and assistive devices
- Mental Health First Aid

Education / Qualifications / Certifications/ Memberships

- Minimum Certificate III in Community Services (Disability), Individual Support/Age Care, Individual Support/Home and Community (completed or studying towards)- desirable OR
- Certificate IV in Disability- desirable
- Current First Aid Level 2 - essential
- Completion of NDIS Quality and Safeguards online module – certificate required for proof

Travel Requirements

- Where applicable as depending on your shift

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.

Employee signature _____

Date _____