

Position Description

Trainee Support Worker

Reports to:	Team Leader
Directorate/Department:	Client & Stakeholder Engagement
Number of direct reports:	As per Organisational Structure
Employment Type:	Part-Time Fixed-Term (12 months)
Salary/Award Classification:	<p>Traineeship wage as relevant to candidate</p> <p>Level 1 – Social, Community, Home Care and Disability Services Industry Award 2010</p> <p>Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice</p>



Position Purpose

The Trainee Support Worker develops skills and knowledge to assist clients with daily living skills and community inclusion and participation activities. The role provides personal care and person centred active support to clients with a disability to maintain their wellbeing, explore opportunities and supports the aims and goals of the client and ensures positive professional relationships with carers and other stakeholders at all times.

The role also contributes positively to Community Living Australia's reputation as a leader of quality person-centred services.

Principal Duties

- Follow the daily tasks, activities and schedule to ensure a safe and comfortable living environment, maintaining appropriate physical and emotional support to clients at all times; (this may include joining them in gym workouts, the pool for aquatic activities, bike riding, etc.)
- Provide support and services to clients with the Person Centred Active Support Model which promotes individuals living with a disability being engaged in their own lives

- Partake in programs and activities that encompass the individual needs of clients to ensure the participation and development of individuals that provide opportunities to extend social and personal networks
- Respect client choice and uphold the values of the organisation
- Assist clients with their personal and health care and mobility needs by pushing wheelchairs, undertaking wheelchair transfers and use of hydraulic lifters and a range of other manual tasks
- Assist with showering, continence, oral hygiene and meals
- Administer medication and undertake other health care interventions (where applicable)
- Assist in promoting and positive image of clients within the community
- Assist with household/venue duties including cleaning, washing, ironing, shopping and meal preparation
- Carry out all tasks and functions in accordance with relevant Standards, Codes and organisational policies and procedures to ensure service operations reflect consistency in applications and processes
- Ensure client notes are accurate and are kept up to date
- Be an effective role model for clients, e.g. maintaining high personal standards in respect of personal appearance, presentation and social behaviour
- Report any accidents and incidents to the Team Leader in accordance with set policies and procedures
- Take steps to minimise the risk by identifying and reporting potential hazards in the workplace to the Team Leader to ensure appropriate controls can be implemented
- Maintain and further develop professional and technical knowledge by attending meetings including monthly employee meetings and employee training and development activities as directed
- Demonstrate behaviours that support organisational values and a positive workplace culture
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues to achieve client and organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS DSD 1)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- Gains practical knowledge of a human rights based approach to supporting a person with disability and services provided, the individual and community context of disability services, and sector and organisation purpose and values.

Leadership & teamwork

- Works cooperatively with team members. Work is closely supervised. Follows specific detailed instructions. Learns to listen to feedback from more experienced staff and seeks guidance where necessary.

Communication

- Develops listening skills and seeks, provides and/or shares practical information with people in an appropriate and respectful manner. Obtains basic facts and records issues. Learns to record and report in an appropriate manner. Starts to build a network of relevant contacts.

Client and carer relations

- Learns to assist customers to address their practical straightforward needs and expectations. Develops basic knowledge of supports and services offered. Learns to provide information and referral to others. Develops an awareness of diversity and confidentiality requirements and relevant stakeholder relationships and the importance of these.

Personal accountability

- Develops basic understanding and adheres to organisation policies and procedures and all government legislation and standards relevant to own role. Learns responsibility for workplace health, safety and wellness. Understands the need to appropriately use resources. Learns accountability requirements in own role. Learns to assist in maintaining organisation's image and reputation.

Innovation

- Learns the importance of flexibility and creativity in role. Learns to seek opportunities to work better and to recognise risk within the limits of the role. Learns to take responsibility for continuous improvement in own work.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

Essential

- Successful completion of Year 11 (minimum) or Year 12

Traineeship Requirements

- Australian Citizen
- Have not undertaken a nationally recognised qualification in the last 7 years (*not applicable to VET in schools qualifications*)

Skills & Delivered Performance

- Ability to work effectively as part of a team in a community setting and to work productively with limited supervision
- Ability to follow instructions and work within established guidelines
- Ability to develop and maintain positive and professional relationships with clients families and carers
- Ability to maintain high personal standards in respect of personal appearance, presentation and social behaviour
- Ability to encourage clients to participate in program and community-based activities
- Understanding of the principles of Duty of Care and Dignity of Risk in relation to supporting people with disabilities
- Willingness to assist clients with their personal care needs
- Strong written and verbal communication skills
- A commitment to Person Centred approaches and its application within service provision
- Ability to understand and work within developmental programs
- Demonstrates professionalism, integrity and ethics
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Have and maintain a current Australian Class 1 Drivers Licence (preferred)
- Obtain and maintain a DHS Disability Services Employment Screening
- Obtain and maintain a DHS Working With Children Check

- Obtain and maintain a Safe Environments for Children and Young People Certificate (to be completed within Certificate III)
- Obtain and maintain a current Senior First Aid and CPR certificate
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Attend meetings, training and professional development as required
- Travel to service regions, sites and locations
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Accessibility to a personal mobile phone or tablet device that has a data plan enabling access to the internet for the purpose of recording time worked and accessing rosters
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee			
Name:			
Signature:		Date:	

Training Development Coordinator			
Name:			
Signature:		Date:	