



## Position Description

Community Accessibility  
P O Box 1596,  
Wodonga 3689  
Ph: 1300 704 530  
info@gettingthere.net.au

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<b>Positions Title:</b>	Support Worker – Your Supports Service
<b>Award:</b>	MA000100 – Social, Community, Home Care and Disability Service Industry Award 2010.
<b>Classification:</b>	Level 2, Pay Point 1
<b>Rate:</b>	\$25.25 (including casual loading), plus 9.5% Superannuation
<b>Tenure:</b>	Casual
<b>Locations:</b>	Varied, supported from the Wodonga Office
<b>Reports To:</b>	Your Supports Coordinator
<b>Review Date:</b>	30 <sup>th</sup> June 2017

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**Mission:** Community Accessibility Inc. works in partnership with clients, carers and other professionals, providing high quality and flexible services. Through leadership, and a dedicated team of staff and volunteers, we promote social wellbeing and independence.

Community Accessibility Inc. was founded in 1998. We have 22 employees and utilise the contributions of over 230 volunteers to deliver programs and services. We have offices in Wodonga, Shepparton, Wangaratta and Seymour and offer services and programs via our 2 service arms to all Shires in the Hume Region. We provide a range of funded and un-funded services and work in partnerships with community services, local governments and not-for-profit providers to assist individuals and groups in country Victoria.

Our two service arms are:

1. Assisted Transport Programs including:
    - a. Community Transport Program: providing transport for clients to medical and social outings, utilizing volunteer drivers. Funded by the Home & Community Care Program, via the Department of Human Services.
    - b. The Getting There Network: acts as a portal for all transport information, services and assistance programs as well as being a means of assisting people to access transport assets throughout the Hume region of Victoria.
  2. Volunteer Friends Program: a respite program offering opportunities to 16+ year olds, who have a disability and live independently or with a carer. We provide them with the opportunity to enjoy social gatherings, holidays and outings. Funded by Dept. of Health Human Services.
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### Position Overview:

Provide support to participants living within community, or assisted accommodation, to remain independent and to access their communities through the newly developed "Your Supports" Service. Services provided include but are not limited to personal support, respite, community access, living skills training and personalised supports. Support workers are often required to work unsupervised and support and encourage participation in a range of community based activities of their choice.

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**Key Areas of Responsibility:**

- Assist in the delivery of “Your Supports” services
- Assist in the monitoring of participants during service provision
- Report any incidents or hazards that impact on the safety of the workplace
- Work unsupervised with participants
- Represent the organisation while performing your duties
- Provide one to one support for participants
- Support participants to access their communities
- Regard all information about the participant you are supporting in the course of your work as confidential
- Identify and apply the ethics of working in a person’s home
- Apply hygiene, personal care and infection control procedures
- Use aids and equipment specifically intended for each person
- Provide domestic assistance and support as instructed by your supervisor
- Assist participants to manage their medication routines as required
- Provide support as outlined in the support plan for each participant
- Reflect the principles of Duty of Care at all times during your work

**Administration:**

- Complete notes and documentation as and when required
- Assist in the preparation of documentation for service
- Record all incidents and hazards according to the Compliments, Hazards, Incidents & Complains (CHIC) guidelines

**Quality:**

- Demonstrated knowledge of the relevant standards pertaining to the service and the philosophy and requirements of the standards
- Promote the philosophy of the rights of our participants to the general community when appropriate
- Ensure necessary documentation is completed as required and in a manner which reflects outcomes for the individual
- Ensure participants are supported to understand their right and ability to participate in the independent monitoring process and to contribute to the overall improvement of the quality and type of services delivered
- Attend all necessary meetings and provide feedback on the current state of the organisations quality system

**Policy, Procedures and Occupational Health and Safety:**

- Adhere to Community Accessibility policies & procedures and line management directives.
- Report any OH&S concerns and hazards to your supervisor immediately
- Adhere to the organisations OH&S reporting, recording and practice procedures
- Apply hygiene, personal care and infection control procedures
- Risk assessment is an ongoing responsibility for all support workers.

**Stakeholders:**

- Liaise with and maintain linkages with community services relevant to the participant and the role.
- Maintain a positive relationship with carers and participants and other services providers.

**Communication:**

- Use meaningful and relevant communication strategies and/or tools when working with participants
- Be aware of cultural differences which may impact on communication styles
- Provide support in a manner that respects and enhances each person’s right to privacy and treat all information within the privacy and confidentiality guidelines of the organisation.
- Participate in maintaining communication and information management systems

**Stakeholders:**

- Liaise with and maintain linkages with community services relevant to the participant and the role.
- Maintain a positive relationship with carers and participants and other services providers.

**Responsiveness to identified needs**

- Assume responsibility for additional projects and tasks, as assigned by the coordinator or CEO
- Carry out such duties as are within the limits of the employee's skills, competence and training and is consistent with the spirit of the organization to ensure CA Inc. maintains a cooperative culture.
- A knowledge of the principles and practices of Equal Employment Opportunity and Occupational Health and Safety and an ability to apply them in the work place.

**Budget responsibilities:**

- The position has no budgetary responsibilities

**Professional Development & Training:**

- Participate in a position and performance review as required or determined by yourself or your supervisor.
- Attend additional training and workshops etc as deemed appropriate and with the approval of your supervisor.
- Participate, complete and maintain the following training as required:
  - CPR
  - First Aid
  - Manual Handling
  - Fire Safety Training
  - Anaphylaxis
  - Food Safety
- Participate in training to enable service delivery for individual clients, as required.

**Level of Responsibility:**

This position has the authority to:

- Work under general guidance within clearly defined guidelines
  - Problem solve with reference to and in line with established procedures, documented methods and instructions. Assistance is available when problems occur.
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**Qualifications and Experience****Essential:**

- Well-developed organisational skills and the ability to make sound decisions under pressure
- Ability to work with minimum supervision
- Experience within the disability field
- Excellent communication skills, both written and verbal
- Be flexible within your hours of work, including weekend and overnight work
- First Aid certificate or willingness to complete one
- A police check and working with children check will be required.
- A current driver's licence.
- A working knowledge of the Disability Service Standards

**Desirable**

- A knowledge of and demonstrated commitment to the principles and practices of Equal Employment Opportunity and Workplace Health and Safety and with an ability to apply them in the work place.

**Key Selection Criteria:**

- Certificate IV in Disability work, community services or similar
- Well-developed organisational skills and the ability to make sound decisions under pressure

- Ability to work with minimum supervision
- Experience within the disability field, especially in the area of community support and personal care
- Ability to be flexible with hours and days of work
- Excellent communication skills, both written and verbal

**Reporting Relationships:**

**Reports to:** “Your Supports” Coordinator – Wodonga

**Direct Reports:** Nil

I, \_\_\_\_\_, hereby acknowledge and accept the position of employment on the terms and conditions as detailed herein in the position description of Support Worker at Community Accessibility.

Date this \_\_\_\_\_ day of \_\_\_\_\_, 2016

Signed: .....