

Job Title: Support Worker
Reports to: Administration Team
Effective Date:

OUR VISION: Support, Coordinate, Advocate; to help people to live life to their full potential

MISSION STATEMENT (the vision of the organisation is underpinned by the following):

For people who live with disabilities and experience mental illness to be able to live full and meaningful lives

COMMITMENT TO QUALITY:

OnTrack Tasmania is committed to providing high-quality services to its Participants in a supportive environment. This commitment is in line

Position purpose

To support people facing mental health challenges, social disadvantage and living with disabilities to reach their full potential in a non-judgemental and supportive environment.

Main tasks

Core objectives include:

- Ensure a high standard of personal care and support is provided to participants, by following the program structure.
- Follow policies and procedures of OnTrack Tasmania and Uphold the values of OnTrack Tasmania.
- Maintain a safe and clean working environment by adhering to WH&S policies, procedures and guidelines and by working in a responsible manner to ensure the safety of oneself, other staff members, participants and visitors to Ontrack Tasmania properties.
- Facilitate development of participant basic life skills and foster community participation.
- Supervision of case notes, rostering, and quality of direct care.
- Report issues of significance to management and maintain records of significant daily events concerning the house and individual participants in accordance with policies and procedures.
- Ensure participant medication is administered in accordance with policies and procedures.
- Maintain participant records, files and write daily case notes and update the communication book. Maintain accurate

case notes and ensure the collection of statistical information in accordance with program guidelines.

- Complete Progress Notes according to guidelines before shift end
- Engage in hand overs with oncoming staff member.
- Basic administrative tasks.
- Act appropriately at all times
- Monitor participants' behaviours and general physical state
- Report to the on-call after hours supervisor in out of office hours emergencies
- Communicate with residents using recommended procedures whilst encouraging resident choice and decision making.
- Maintain participant and organisation confidentiality including, but not limited to: residents' medical/ social history information told in confidence.
- Display respect, empathy and understanding towards participant and their families at all times.
- Interact and communicate with other direct care team members in a manner that achieves a consistent, high quality approach to service delivery.
- Provide emotional and practical support including assistance with budget preparation and other money matters.
- Facilitate access to a range of appropriate house resourced services and recreational programs.
- Foster self-advocacy and advocate on the participants' behalf
- Support participants with cooking and cleaning tasks associated within the agreed program structure.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other Duties

- Contribute to the continuous improvement procedures and processes
- Fulfill other duties as required by management and other department personnel as requested/required.

Required qualities

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- A positive approach to the rights of people with disabilities and an understanding of how the NDIS works.

Desired competencies

- Analytical thinking.
- Initiative.
- Business Awareness
- Strategic thinking.
- Positive approach to change.

PERSON SPECIFICATION

Qualifications

- Must hold a relevant Certificate III or IV, Diploma or Tertiary qualification in Disability (or its equivalent).
- Demonstrated knowledge and experience in working with NDIS participants with complex needs.

Experience

- Intermediate administrative experience and skills.
- Extensive experience and / or qualifications relevant to working with people with disabilities and knowledge of working in CA and SIL settings
- Demonstrated ability in managing after hours emergencies and stressful situations.

Knowledge

- Demonstrated knowledge of the principles of community integration, pathways planning, harm minimisation, AOD theory and the importance of achievements being socially recognised to facilitate positive change in peoples' lives.
- Knowledge of, and ability to implement the Disability Services Act and Standards.
- Knowledge of related services and support networks.
- Working knowledge of OH&S policies, procedures and guidelines within organisation.

Skills & competencies

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Confidentiality:** able to manage sensitive personal and commercial information in a discreet and appropriate manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given and
- carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes (Essential)

- Professional approach.
- Confident manner.
- Positive approach to change.
- A positive approach to the rights of people with disabilities and an understanding of how the NDIS works.

Other (Essential)

- Intermediate working knowledge of Microsoft Word Suite.
- Able to work within applications on a smart phone.
- Ownership of recent model smart phone (IOS or Android).
- Unrestricted Tasmanian Driver's Licence (essential)
- your own reliable vehicle to transport clients.
- comprehensive car insurance
- Current First Aid certificate or willingness to obtain (essential)
- Must be willing to attend periodical training and uphold registrations and qualifications.

- Obtain a Tasmanian Working with Vulnerable People Card (WWVP) Employee classification and a National Schedule 1 police check.
- Evidence of Australian Working Visa (if relevant)
- Current First Aid certificate and Assist with Medication certificate.
- Must agree and sign a confidentiality form to protect organisational and resident information at all times.
- Attendance of periodical training and upholding of registrations and qualifications.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of the Support Worker position.

SIGNED BY YOU

SIGNED BY MANAGER

DATE

DATE
