DUTY STATEMENT – SUPPORT WORKER

TENURE: Casual or Part Time Permanent with six months’ probation period

CLASSIFICATION: Level: 1.2 – 2.1 (Depending on your Qualifications)

AWARD: Fraser Coast Family Networks, Employee Collective Agreement, for employment conditions and the Social Community Home Care & Disability Services Industry Award for pay rates as from 1.1 2010. The National Employment Standards (NES) also apply. Electronic copies of the above are available at all worksites or hard copies on request.

REPORTING RELATIONSHIPS: This position reports directly to the Executive Committee.

STAFF SUPERVISION: There is no staff supervision required in this role. You will be expected to support your work colleagues in your Team.

FINANCIAL DELEGATION: There is no direct spending authority within this role.

QUALIFICATIONS: This position will usually require the incumbent to undertake Certificate III Individual Support (Disability) within 6 months of commencement.

BROAD PURPOSE AND PRINCIPLE DELEGATIONS OF THE POSITION

Purpose: To provide direct care support for People with a disability and Families in their own home, community, organisational facility. This will include the co-ordination of a Person’s household where necessary within defined systems.

Delegations: The position will work within the delegated authority given by the Executive Committee, Staff and family members. Tasks maybe mutually delegated to Team Members only.

ORGANISATIONAL ENVIRONMENT

AREA: Fraser Coast Family Networks has a Respite Service area bounded by Dundathu, Howard, Kilkivan and Glenwood.

THE SERVICES:
• **Flexible Respite** – People receive approximately four hours per week respite in their own home, and/or participating in a community access activity.

• **Short Term Accommodation (Centre Based Respite)** – People have access to a Centre Based Respite House for varying lengths of time.

• **Mobile Flexible Respite** – People may participate in a fixed activity or may arrange individual time to meet their own needs.

• **Supported Independent Living (Supported Accommodation)** – Supporting a person in their own home usually in a co-tenant arrangement. Sleepovers or “wake shifts” are a part of this support.

• **Community Inclusion** – FCFN recognises the importance of inclusion of the person with a disability into the general community. A person with a disability is encouraged to use ordinary community facilities - shops, banking, transport, medical services, work etc., as used by the general public.

• **FCFN Adventure Team** – The base is situated at 115 Adelaide Street. The team is a group of people working towards achieving their goals utilising many activities and venues in and around the Fraser Coast.

**SKILLS:**

- The ability to show empathy and build relationships with People with a disability and their families.
- A good understanding of computer Word programs

**CORE ATTRIBUTES:**

- Develop relationships built on respect and trust.
- A personal commitment to the Mission and Vision of FCFN Inc.
- Flexibility with working hours.
- Be an effective communicator.
- Excellence in professional judgment.
- Clear boundaries.
- Have a positive, ‘can do attitude’.
- Ethical conduct.
- Ability to work independently and manage your own workflow by negotiating priorities for work completion

**ROLE OF THE POSITION**

**POLICIES AND OPERATIONAL GUIDELINES**

- FCFN has an extensive range of policies and operational guidelines that your induction will be aligned with. You are expected to adhere to these for your own safety and to uphold the quality of the services we provide.

**SAFE WORK ENVIRONMENT**

- Maintain a safe, clean and hygienic work environment.
- Advise the Team on Workplace Health & Safety issues at your work site.
- Report all untoward issues using an Incident Form.
TRAINING
- Attend Staff Meetings and training events when requested
- Advise on and seek training for your own personal development, safety and work standards.
- Participate in an annual Personal Development Plan review.
- It is your responsibility to contact your Manager to organise a meeting to discuss your Personal Development Plan (PDP) no later than ten (10) months after your commencement date.

COMMUNITY INCLUSION SUPPORT
- Support people with a disability to establish and maintain relationships and interests through access to, and participation in community activities, venues and services using a range of strategies, as in accordance with organisational standards and guidelines and the person’s individual goals.
- Establish and maintain a collaborative working partnership with the person with a disability’s family and other members of the support team that assists the person to identify their aspirations and to realise them through the provision of a flexible and individualised support plan.
- Resource creative, innovative and flexible solutions to a person’s support needs.
- Support people with a disability with the development of individual plans in order that they may achieve their preferred lifestyle and future.
- Contribute to the smooth, efficient and effective provision of services to people with a disability by promoting effective team work and communication, providing accurate and timely reports, maintaining organisational and people’s records and carrying out administrative tasks.
- Relate to the person with a disability in a patient, understanding manner and to encourage acquisition of personal and social skills in an age appropriate and dignified environment.
- Ensure that the person with a disability presents a personal image appropriate to the standards of the community.
- Encourage an interest in, and expand the opportunities for the development of leisure and recreation pursuits for the person you are supporting.
- Maintain a high standard of personal appearance and conduct, which provides an example for the person you are supporting.
- Attend planning meetings as required and take a constructive, active role when contributing to the planning process for each person you are supporting.
- Comply with the practices set out in FCFN’s Workplace Health and Safety Policy and Practices.

SUPPORTED INDEPENDENT LIVING (SIL) INCLUDING SHORT TERM ACCOMMODATION SUPPORT
- Establish and maintain a collaborative working partnership with the person with a disability, their family, and other members of the support team that assists the person to identify their aspirations and to realise them through the provision of a flexible and individualised support plan.
- Support and assist people with a disability, as required, with personal care, daily living activities and household management to ensure that people with a disability enjoy standards of personal care, health, security, accommodation and safety which meets their needs, abilities and preferences.
- Manage health issues by following daily health plan and follow advice from Medical Specialists / Nursing Professionals or the person being assisted / parent in providing general or specific medical and health care supports to someone with high-complex needs and dietary requirements.
- Manage Medication storage and administration, understand side effects and health & safety issues, and record keeping and complete Medication Incident Forms
- Maintain the person’s privacy, dignity and confidentiality at all times.
- Support people to maintain family and friend contact where needed.
- Contribute to the smooth, efficient and effective provision of services to people with a disability by promoting effective team work and communication, providing accurate and timely reports, maintaining organisational and people’s records and carrying out administrative tasks.
- Take a pro-active duty of care approach to the prevention of abuse and neglect of a person and report any issue as per Abuse Policy & Practice.
- Maintain the person’s Daily Diary, Staff Communication Book and own Work Diary with accuracy, respectfully in detail, factually and with professionalism.
- Keep person / family member and Manager, Independent Living informed of any issues or concerns and seek advice, information and clarification where needed.
- Complete Time Sheets accurately and deliver them to the office on time.
- Provide as much assistance as required to help develop person’s self-care / self-help skills and daily living activities that promote independence building.
- Promote a positive image of people with disability by emphasising abilities, gifts, skills and competencies and present with own high standard of dress, appearance, personal hygiene, language and actions and ensure the same of the person being supported.
- Encourage recreational activities which take into account the person’s preferred likes, dislikes, physical ability, mobility and communication.
- Follow agreed cleaning routines and responsibilities as per guidelines for each person or household, maintain a clean environment and be willing to assist colleagues with extra cleaning duties if required.
- Report any cleaning and maintenance problems to the WH&SA immediately.
- In ’24 hour responsibility “shared” houses only, ensure that all individual, household or service equipment, white-goods, furniture, grounds, house and vehicles are well maintained, reporting defects or problems immediately to the WH&SA.
- Hours of employment may be variable, according to the individual’s ongoing, long-term or immediate needs. Rosters may cover morning, afternoon and night wake or sleeping shifts, and cover Monday to Sunday according to need.
- Must be able to complete an Accident/Incident Form or Hazard Report as required and deliver to Office immediately or within 24 hours.