

POSITION DESCRIPTION

- Position Title:** **Casual Support Worker - Knoxbrooke 365 (Home & Community Care)**
- Responsible to:** Services Coordinator
- Position Objective:** Meet the needs and support requirements of participants with disabilities in accordance with Knoxbrooke Policies, DHHS funding and service agreements and NDIS regulations.
- Date last reviewed:** November 2017

ORGANISATIONAL PROFILE

Knoxbrooke offers a broad range of programs and opportunities designed to meet the expressed needs of people with a disability that enhances their independence and maximises their quality of life.

Knoxbrooke provides Accommodation, Employment, Training, Individual Support (Knoxbrooke 365) and Day Program support services for its participants in the Outer Eastern Region of Melbourne.

Knoxbrooke receives funding from the Federal Government through the Department of Social Services (DSS), and Federal Government National Disability Insurance Agency (NDIA), the Victorian State Government through the Department of Health & Human Services (DHHS), the Victorian State Government Department of Education and Training (DET) and the Victorian State Government the Adult, Community and Further Education (ACFE). The balance of our income is generated from fees, business services revenue and fundraising.

KEY RESPONSIBILITIES

This position is directly responsible to the Services Coordinator and the key responsibilities include:

1. Support participants in, but not limited to:
 - showering
 - dressing
 - grooming
 - personal hygiene
 - meal preparation
 - meal assistance
 - organising appointments
 - planned shopping (including groceries)
 - accompany participant on chosen outings within community and recreational activities by either walking, public transport and/or by motor vehicle
2. Administer and record participant medication correctly as per the individual's guidelines
3. Domestic assistance, including but not limited to:
 - making beds
 - tidying rooms
 - washing and drying dishes
 - vacuuming, dusting, mopping and cleaning toilet
 - washing and ironing clothes

4. Maintain log of duties undertaken (daily)
5. Hours include working on weekdays, afternoons, evenings, Saturdays, Sundays, Public Holidays and sleepover shifts
6. Inform the Services Coordinator of any specific participant issues from the individual themselves, their family, carers or advocates
7. Follow each participant's Individual Care Plan (ICP)
8. Responsible for maintaining the required NDIS recording within Knoxbrooke's database system
9. Provide immediate verbal and/or written reports of any significant changes to a participant's circumstances to the Services Coordinator and document these in the individual's participant database file
10. Ensure that the participants program monies and receipts system is always followed as per the established money policy and procedure
11. Ensure privacy and confidentiality principles are maintained always
12. Be responsible for the upkeep, maintenance and recording of all participant information and records
13. Always have a proactive approach in supporting participant with their Behaviours of Concern through their Behaviour Support Plans
14. Be an active and effective team member
15. Abide by the Knoxbrooke Staff Code of Conduct Policy and Procedure
16. Represent Knoxbrooke in a positive manner at always
17. Support the Services Coordinator to maintain a cost effective and valued service
18. Undergo other duties as designated by the Services Coordinator

KEY TASKS

1. Service and Program Delivery

- Advocate with or on behalf of participants at the appropriate times
- Provide appropriate and adequate support for participants
- Provide appropriate and adequate participant supervision
- Act as an appropriate role model for participants
- Implement and monitor each participant's Individual Care Plan (ICP) that enhances their independence
- Provide supports using a "Person Centred" approach
- Identify Behaviours of Concern
- Always implement Positive Behaviour Support Plan strategies
- Actively work towards solving problems
- Manage program resources appropriately
- Understand and work to all organisational Policies and Procedures
- Assist the Services Coordinator to ensure that the operations of the services comply with all current & relevant government legislation, Acts & Disability Service Standards, Policies, Funding and Service agreements and NDIA requirements
- Understand and work to all privacy, dignity & confidentiality standards
- Assist the Services Coordinator to implement Quality Improvement Initiatives
- Be responsible for the upkeep, maintenance and recording of participant information and records, via the Knoxbrooke database
- Undergo identified professional development opportunities
- Be prepared to participate in an organisational culture of continual learning, quality improvement and excellence

2. Team Working & Cooperation

- Work on your own
- Work as an effective team member
- Maintain positive working relationships with co-workers
- Resolve conflict in a timely & professional manner

- Support and assist co-workers
- Share knowledge
- If requested, attend & contribute at team meetings, training sessions & participant meetings
- Make suggestions and respond positively to change

3. Communicating

- Effective written and verbal skills
- Always present documentation in a clear structured format
- Provide information to meet participant needs
- Listen to and where able, act upon participant requests
- Enhance the communication of participants using a variety of communication methods
- Promote open and empathetic relationships with participants
- Promote open and empathetic relationships with families & carers
- Promote open and effective communication with all team members
- Represent and promote Knoxbrooke positively to all community members
- Communicate internally with the Chief Executive Officer, General Manager, other Knoxbrooke Managers, the Financial Controller and Administration staff

4. Information Communication Technology

To be able to use the following programs at a satisfactory level

- Microsoft Word (Word processing)
- Microsoft Explorer (Internet)
- Microsoft Outlook (Email)
- SupportAbility (Database)

5. Health and Safety

- Provide adequate supervision to participants commensurate with their needs
- Manage incidents, accidents, emergencies and to use basic first aid when necessary in a professional manner
- Identify incidents and complete Incident Reports clearly and accurately
- Complete a Participant Injury Record Form if a participant sustains an injury or you notice an injury anywhere on a participant's body
- Complete the Injury Register if you are injured whilst performing your duties
- Administer and record participant medication correctly as per their individual's guidelines
- Ensure that Occupational Health & Safety, "Duty of Care" Standards and Knoxbrooke Policies & Procedures are implemented at all times & maintained to promote a safe working and learning environment
- Follow infectious disease control guidelines always
- Identify & implement Health and Safety Improvements
- Practice safe manual handling always
- If required and licensed, drive Knoxbrooke vehicles safely always. You are required to pay for any traffic infringements if incurred whilst driving any Knoxbrooke vehicle. You are also responsible to notify Knoxbrooke of any change in circumstances in you legal or physical ability to drive.
- Use all equipment safely and only for the purpose it is designed to be used
- Support the work of the Knoxbrooke Occupational Health and Safety (OH&S) Committee
- Report to the Services Coordinator any issues which will impact on the operation of the service, participants, staff members or any person associated with Knoxbrooke
- Follow identified strategies to address any safety issues

6. General Skills

- Self-motivated
- Commitment
- Initiative
- Resourceful
- Flexible
- Friendly
- Caring
- Good rapport with participants / colleagues / families & carers
- Positive attitude to all areas of work
- Sense of humour
- Look after own health
- Confidence in managing own stress
- Acceptable appearance
- Good timekeeping and time management skills
- Punctual

7. Property

- To assist the Services Coordinator in the care and maintenance of equipment, facilities and vehicles
- Computer usage is to be confined to organisational purposes. Refer to Computer, Internet and E-mail Usage Policy and Procedure. Failure to adhere to this Policy will result in disciplinary action.

8. Other Duties

To undergo any other reasonable duties as directed by the Services Coordinator, General Manager, Chief Executive Officer or the Board of Directors

SELECTION CRITERIA

The applicant must possess the following qualifications, attitude, skills and experiences to be able to successfully undertake this position

- A positive attitude and demonstrated commitment to the rights of people who have a disability
- A commitment to the principles of self advocacy for people who have a disability
- An understanding and a commitment to the participant's right to have their supports self-directed and to have optimum choice and control over their supports
- A familiarity with communication options for people with a range of support needs
- Knowledge in the application of proactive & reactive positive behaviour support plans
- Ability to function as an effective team member
- Ability to negotiate and consult with participants, parents, carers, management and colleagues
- An active approach to managing problems and seeking creative solutions
- Ability to think laterally and try "alternative processes"
- A willingness to incorporate new ideas and initiatives through consultation
- Effective written, verbal and computer skills
- Relevant experience in the disability field. Prior Individual Support or Outreach service experience is advantageous
- Minimum qualification of Level 2 in First Aid (which must be current or you must be prepared to undertake the necessary training)
- A current Victorian driver's licence

- Have access to a private reliable, roadworthy and comprehensively insured vehicle
- A working knowledge of legislation and legal responsibilities of a community agency serving people with disabilities
- A practical understanding of service delivery and current trends within the disability sector
- A willingness to abide by all Knoxbrooke's Policies and Procedures
- Satisfactory references, safety screening statutory declaration and a clear police check are part of the recruitment process
- A willingness to work on weekdays, afternoons, evenings, Saturdays, Sundays, Public Holidays and sleepover shifts

ADDITIONAL INFORMATION

- This position is casual and hours depend upon the need to undertake Individual Support arrangements
- Knoxbrooke employs staff under the Social, Community, Home Care and Disability Services Award 2010. Salary and conditions are dependent upon on years of experience
- This position is subject to a 3-month probationary period
- This position may involve the need to be a part of professional supervision with the Services Coordinator
- Knoxbrooke is an Equal Opportunities Employer
- All Knoxbrooke offices and vehicles are no smoking environments