

Support Worker Position Description

Overview

The core purposes a Support Worker is to:

- Support programs and opportunities for people with autism and complex disabilities living in flexible support and accommodation services for clients in a group homes to ensure an environment free of abuse, harm and exploitation for the clients that SASI support
- Understand individual and specific health plans, annual support plans and timetables
- Increase social and community participation for people with disabilities
- Assist with daily operational requirements as directed.

These positions contribute to the success of Statewide Autistic Services (SASI) by operating as a Support Worker to provide exceptional service and support clients that have an NDIS funding plan.

SASI offers children, teenagers and adults with high needs autism and other complex disabilities the education and support they need to live with dignity, respect and as independently as possible.

You are committed, passionate and willing to take on exciting opportunities and challenges with an inclusive, proactive approach and will lead by example to achieve a ONE SASI positive culture

Position Details

Title:	Support Worker
Band:	SCHADS Band 2
Employment duration:	Casual / full and part time positions available
Division:	Client Services
Location:	Across SASI locations
Position reports to:	Practice Leader

Organisational Environment

Statewide Autistic Services (SASI) mission is to be the 'go to place for people on the autism spectrum'.

SASI has been providing services for over fifty years. Today SASI provides services to over 250 children and adults in the areas of recreation, respite, in-home support, residential and day services.

At SASI we value

- Integrity
- Empowerment
- Innovation
- Expertise

Further information on SASI can be found at www.sasi.org.au (<http://www.sasi.org.au>)

Accountabilities

Duties and Responsibilities

This position is directly responsible to the Practice Leader and/or their delegate:

- Provide support to clients based on
- their NDIA plan, implementing all supports within the participants plan including formal, mainstream and funded supports.
- Use a strengths based approach when working with clients
- Build effective relationships with clients and their families while maintaining appropriate and professional boundaries
- Manager client issues and complaints with respect and fairness whilst following SASI's policies and procedures
- Maintain a working log of all contacts with clients, families/carers and support services within a database (SupportAbility).
- Bill for all supports provided by rostering in SupportAbility to ensure payment for supports delivered
- Prioritise, manage and administer a caseload / tasks in a coordinated, efficient and timely manner
- Ensure that information on relevant community resources are available to clients and that appropriate referrals are made and followed up
- Active engagement in professional development activities and relevant committees identified through supervision sessions

Service Provision

- Ensure quality of services and practice
- Ensure site/hubs present a professional image and reflect values of SASI
- Lead service meetings on a regular basis
- Provide after-hours/on-call support as required
- Review NDIS plans annually, or more frequently if appropriate
- Ensure NDIS plans are implemented and client outcomes are achieved
- Confirm appropriate and sustainable use of resources
- Ensure assets are well maintained

Reporting, Systems and Analytics

- Ensure all data is completed and entered onto the client information management system (SupportAbility) and documents have been signed and agreed to before delivery of SASI services

Financials, Budgets, Targets, Funding

- Work with Intake and Planning team to schedule staff efficiently and meet service/client needs

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with SASI Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Risk Management and Compliance – Quality and Accreditation

- Ensure risk assessment, mitigation and quality improvement practices are implemented
- Respond to all/any incidents in a timely way; follow up issues and update log with comprehensive information
- Ensure adherence to organisation policies and procedures and all relevant government legislation and standards
- Undertake WHS audits and ensure the health, safety and well-being of self and others

Behavioural Capabilities

All employees are required to:

- Commitment to abide by SASI's values and the development of strong client focussed culture
- Excellent communications and interpersonal skills to be able to inspire others
- Ability to be able to relate to people living with a disability and their families
- Ability to be able to work positively and constructively as part of a team
- Recognise the developmental requirements of team members and set goals and motivate the team to achieve them
- Provide enthusiastic and creative encouragement
- Model acceptable behaviour
- Strong attention to detail
- Highly developed negotiation and interpersonal skills and the ability to deal with sensitive and confidential information

Professional Responsibilities

All employees are required to:

- Display a commitment and adherence to the Code of Conduct, mission and vision, and model these behaviours within the culture of the team
- Display a commitment to professional development, participate in and support the team in staff supervision, development and learning opportunities
- Demonstrate a commitment to the client group and particularly ensuring the care and protection of children and young people and act in accordance to legislative requirements.
- Uphold the reputation of the organisation at all times by modelling professionalism consistent with organisational values and vision
- Follow and contribute to policies and procedures
- Communicate clearly and maintain professionalism with clients, staff, families, community members, volunteers and the Board of Directors.
- Act with non-judgemental, sensitivity and understanding towards others, and acknowledge and respect the differences in personal belief and values

Internal and External Stakeholders Engagement

Excellent interpersonal skills to engage with:

- SASI clients, their family/guardians, advocates
- Local community services
- Executive Management Team & SASI Board Members
- People & Culture and Finance Teams
- SASI managers, team leaders, site coordinators and supervisors
- All SASI team members
- External/outsourced service providers

Key Selection Criteria & Desirable Qualifications and Experience

Qualifications:

- Minimum Certificate IV in Disability or willing to undertake Certificate IV in Disability with SASI or equivalent relevant tertiary qualification in, Individual Support, Community Services, or substantial demonstrated experience

Essential:

- Previous experience in the disability sector or a related sector including: knowledge of providing client choice and self-directed supports
- Positive interpersonal and computer skills including promoting effective communication
- First Aid Level 2
- Strong interpersonal and team skills and behaviours, incorporating verbal and written communication, flexibility, resilience
- Demonstrated commitment to customer service, with a continuous improvement focus
- Intermediate computer skills

Demonstrated skills in:

- Applying person centred planning approaches to service delivery
- Achieving individual outcomes for people with a disability
- Preparation of individualised reports and other written material
- Development of innovative solutions that seek to increase the social inclusion of disadvantaged people in the life of their community
- Ability to communicate in formal and informal environments

Desirable:

- Other relevant qualifications, for example Outdoor Education Certificate
- Demonstrated supervisory experience in a client focused environment
- Experience working within the NDIS environment
- Skills and experience associated with particular interest type activities

Physical Requirements

Inherent physical requirements of this position:

	Frequency Required		
	Often	Sometimes	Rarely
Bending		X	
Computer based tasks		X	
Driving		X	
Kneeling			X
Lifting			X
Sitting	X		
Standing	X		
Walking	X		