

## Role Description – Support Worker.

**Role Title:**

Support Worker.

**Employment Type:**

Permanent Part-Time or Casual.

**Location:**

Primarily within the town of Bega with occasional duties in other areas within the Bega Valley Shire.

**Reporting to:**

Reporting directly to the Tulgeen Client Services Coordinator as assigned with occasional reporting to senior Tulgeen managers.

**Main duties and responsibilities:**

*Work under the direction of others and apply your skills to meet client personal needs and person centred goals in accordance with the NDIS Quality and Safeguarding Framework requirements.*

*Support people to meet their needs and achieve their goals or aspirations through the competent provision of quality support services.*

- Assistance with accessing the community and all aspects of daily life including; personal, care, continence and hygiene, support with shopping, meal preparation, medical visits, budgeting / financial responsibilities, domestic chores, transport and other needs according to clients goals.
- Assist clients with medication.
- Provide emotional and social support for people in line with their personal preferences.
- At all times work cooperatively with other team members to achieve quality outcomes.
- Maintain a clean and safe workplace, and comply with all role related health and safety policies and procedures.
- Demonstrate punctuality and meet agreed schedules and timelines.
- Adhere to organisation policies, procedures and guidelines.
- Complete other related tasks as reasonably requested.

**Experience:**

- Previous experience in an similar role or industry.
- A history of proven client focussed approach to service delivery.
- A history of exemplary service delivery within a busy team environment.

**Skills:**

- Basic IT skills (Word, Excel and email) ability to learn.
- Competent verbal and written communication.
- Organised and able to meet deadlines.
- Demonstrates sensitivity & respect for diversity of clients and colleagues.
- Respects client and co-worker confidentiality and dignity in all interactions.

**Essential Requirements:**

- Current Drivers License.
- NDIS Worker Check (NDISWC).
- COVID Vaccine as per health requirements.
- First aid Certificate.
- Formal qualifications in disability support, allied fields or a commitment to work toward these.

**Performance Requirements:**

- Consistently complete scheduled and directed tasks on time.
- Develop a basic understanding of and adhere to organisational policies and procedures.
- Develop practical knowledge of human rights and person centred approaches to supporting people with disability.
- Develop an awareness of diversity and confidentiality requirements for the role.
- Maintain practical knowledge of person centred approaches.
- Consistently demonstrate punctuality and meet agreed schedules and timelines.
- Consistently comply with Tulgeen Code of Conduct and the NDIS Code of Conduct.
- Take full responsibility for all duties and performance requirements as defined for the role.

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<b>Community</b>	<b>Professional</b>	<b>Communication</b>
Maintains basic awareness of disability services industry requirements, current community issues and knowledge of relevant organisations.  Demonstrates a commitment to social inclusion.	Observes the Code of Conduct. Models organisational values.  Takes full responsibility for work as defined for the role.  Works collaboratively with others, shares skills and knowledge.	Actively listens to colleagues and passes on information appropriately.  Writes accurate, respectful, clear and informative communications.  Consistently articulates clear and respectful messages to colleagues.
<b>Respect</b>	<b>Change</b>	<b>Compliance</b>
Demonstrates sensitivity & respect for diversity in participants and workers.  Respects participant and worker confidentiality & dignity.  Demonstrates commitment to equality and social justice.	Maintains a positive approach to and adapts well to workplace changes.  Grasps new opportunities for learning and developing skills.  Adopts new technology and applications effectively.  Actively contributes ideas for improved ways of working.	Ensures health and safety of self & others in the work environment.  Contributes to the identification of risks and hazards in the work environment.  Contributes to identification of asset and systems faults, in own work context.

### Physical Demands:

The capability to undertake all physical demands below is necessary to succeed in this role:

<b>Required Movement</b>	<b>Physical Support</b>	<b>Manage Known Hazards</b>	<b>Operate Equipment</b>
Walking, sitting, bending, lifting, carrying, loading, reaching, twisting, squatting, kneeling, pushing, grasping, pulling, driving, climbing stairs.	Opening doors/windows, assist with ambulant mobility, wheelchair support, cooking, feeding, personal care, showering, toileting, bed making, transitioning and transfers.	Uneven surfaces, slippery surfaces, hot surfaces, loads, domestic cleaning products, challenging behaviours, human waste.	Wheelchairs – driven and undriven, vacuume cleaners, washing and drying machines, lift apparatus, commodes and assistive furniture.

### Personal Attributes:

The personal attributes and behaviours listed below are necessary to succeed in this role:

<b>Collaborative</b>	<b>Flexible</b>	<b>Positive</b>	<b>Self-disciplined</b>
Works well with others to achieve common and individual work goals.	Adapts well to changes in the work environment and work priorities.	Remains optimistic and focused during difficulty. Demonstrates problem solving initiative.	Manages own time well to achieve work outcomes. Avoids unproductive distraction and diversions.
<b>Culturally aware</b>	<b>Confidential</b>	<b>Inclusive</b>	<b>Ethical</b>
Respects and values diversity in all its forms. Communicates respectfully and appropriately with all clients and colleagues.	Respects confidentiality. Is trustworthy with personal and organisational information.	Is communicative to all. Recognises the rights of others. Advocates appropriately for clients and colleagues.	Has integrity and respectful principles. Is consistently truthful.