

## Role Description

### Trainee Support Worker

<b>Role Title</b>	<b>Trainee Support Worker</b> (TSW).
<b>Role Type</b>	Part-time disability support team member in training within a busy, inclusive multifaceted disability enterprise.
<b>Traineeship</b>	As a Support Worker Trainee you will gain on the job training while obtaining a Certificate III or Certificate IV qualification in Individual Support or Disability. This will be completed through a Registered Training Organisation either on or off the job. On successful completion of assessment tasks, the TSW will be awarded a Nationally Recognised Certificate.
<b>Reporting</b>	Primarily reporting directly to the appointed Tulgeen Client Services Coordinator with regular reporting to the Business Excellence Manager.
<b>Location</b>	Primarily within the town of Bega with occasional duties in other areas within the Bega Valley Shire as occasionally required.
<b>Tenure</b>	Fixed term part-time 2 year contract, min working hours 24 per fortnight, max working hours 70 per fortnight, plus 6 hours per fortnight provided for study time.
<b>Working Hours</b>	Shift work as required by workplaces over a max of 6 days per week
<b>Award</b>	Miscellaneous Award, 2022

#### Main duties and responsibilities

*TSWs work under the direction of others to attain skills and experience whilst working to meet client personal needs and person-centred goals.*

- Support people to achieve their goals or aspirations through the competent provision of quality support services.
- Provide In-Home support to assist clients with daily living including cleaning, cooking, dressing, personal care, attend appointments etc.
- Assist with centre-based activities, including cooking, art, craft, music, reading, games etc.
- Provide community access visits according to client's interests such as going to parks, restaurants, movies etc.
- Assist with personal care, including food preparation, medical visits, showering, toileting, shopping, financial support, basic household maintenance and cleaning, transport and other goals and needs
- Provide emotional and social support for people.
- Maintain a clean and safe workplace, and abide by health and safety policies and procedures.
- Work cooperatively with other team members.
- Demonstrate punctuality and meet agreed schedules and timelines.
- Adhere to organisation policies, procedures and guidelines.
- Complete other tasks as directed.
- Attend on and off the job training as agreed.
- Complete assessment tasks on time.

#### Essential Criteria

- Current NSW Drivers License
- Current First Aid Certificate
- NDIS Workers Check
- COVID Vaccine 3<sup>rd</sup> Dose as per NSW Health Requirements

#### 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 confidentiality.
- Ability to prioritise work and study activities.

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### Performance Goals:

- Provide support to clients to assist them to achieve their NDIS goals.
- Work collaboratively with team members.
- Complete scheduled and directed tasks on time.
- Develop an understanding of and adhere to organisational policies and procedures.
- Take reasonable care for the health and safety of self and others.
- Comply with reasonable management instructions.
- 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 qualification attendance requirements.
- Complete all assessment tasks on time and progress through qualification according to the training plan.

### The Person

The Support Worker Trainee is an adaptable person, open to learning, has integrity reflecting the organisation's Core Values, and works well with others to achieve team and organisational goals.

- **Respectful:** Provides respectful support to clients and collaborates respectfully with a diverse workforce.
- **Committed:** Demonstrates a commitment to learning and fulfilling the role to the best of their ability.
- **Accountable**  
Accepts responsibility to ensure directed tasks are carried out to a high standard and according to operational procedures.
- **Time efficient:** Works in a focused and effective manner to ensure that key role requirements are met.
- **Interpersonal:** Demonstrates self and social awareness, active listening, empathy and respect in all communications.
- **Ethical:** Complies with and promotes the NDIS Code of Conduct & Tulgeen Code of Conduct.
- **Responsible:** Takes responsibility and learns from positive and negative work outcomes.

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### Tulgeen Disability Services – The Employer

**Who we are:** Tulgeen is a not-for-profit and community-based organisation, providing flexible, quality support for individuals, their families, advocates and carers.

**Our Vision:** To inspire an inclusive, connected, and caring community

**Our Mission:** Tulgeen, supporting people with disability to Live, Work, Play, Grow

#### Our Values:

**Cohesive:** Engendering a supportive, encouraging team

**Committed:** Honesty and integrity, we own our decisions

**Respectful:** Create and maintain an environment of mutual respect

**United:** Encourage, empower and engage