



Supporting our community on all sides

Support Worker

Position:	Support Worker
Service:	Mental Health and Disability Programs
Status:	Casual
Hours:	Flexible as per the AWARD, including weekends
Responsible to:	NDIS Core Supports Facilitator
Classification:	Social, Community, Home Care and Disability Services Award, HCW Level 3
Location:	Brisbane North

Organisational Profile

Communityfy Queensland is a multi-service organisation that provides a range of programs and activities for families and individuals in the community to enhance their quality of life. Our primary concern is the welfare and wellbeing of socially, physically, intellectually and emotionally disadvantaged and vulnerable people in our community. We currently provide Aged Care Services, Day Respite, Childcare, Community Development, Community Education, Emergency Relief, Family and Individual Support, Home Assist Secure, Homelessness Intervention, Mental Health Services, Disability Services, Primary Health Network Services, Neighbourhood Centres, Partners in Recovery, Personal Helpers and Mentors, Social & Multicultural Support and Community Spaces. Communityfy Queensland is also a registered provider of National Disability Insurance Scheme [NDIS] Supports.

Service Profile

The Mental Health and Disability Program provide a range of participant centred, recovery oriented support services to people with mental health issues or disabilities who live independently within the community. It has a primary focus on supporting individuals to build capacity to achieve their goals, encouraging good physical health and wellness, and improving individual quality of life whilst developing an increased sense of empowerment and control over the types of support they receive.

There is a focus on increasing individual capacity to participate economically and socially within the community and to increase independence. Individual and group activities include social skills, living skills, decision-making, problem solving and recreational activities.

Position Objective

The role of the Support worker is to be responsible for ensuring the provision of quality, flexible, individualised, participant directed support services for people with psychosocial, physical and intellectual disabilities as well as those with other complex needs living within the community.

Role Specific Tasks

Support

The Support Worker will be required to:

- Provide outreach support alongside participants with complex needs in their own homes and in the community
- Provide practical, basic assistance that supports participants in their individual recovery and independence
- Support participants to manage activities of daily living such as shopping, paying bills, domestic/cleaning duties, prompting with personal care and hygiene, meal preparation etc.
- Where necessary providing personal care, medication assistance. This may include tasks such as peg feeding, use of hoists etc.
- Abide by the principles set down in the NDIS Code of Conduct
- Facilitate access to a range of community resources e.g. educational, vocational, and recreational
- Supporting participants to build capacity to achieve their goals

Administrative

The Support worker will be required to:

- Ensure documentation is completed accurately and in a timely manner
- Handle participant contributions when necessary
- Ensure services are delivered as per allocated roster
- The worker will be required to provide appropriate administrative support to ensure the efficiency and effectiveness of the organisation

Communication

The Support worker will be required to:

- Develop and maintain rapport with participants, their family and friends
- Communicate using strength based and respectful language that values a person's efforts and skills
- Communicate with participants without judgement, bias or expressing their personal opinions regarding their lifestyle or choices
- Utilise effective listening skills
- The Support worker will regularly report to the Coordinator about the ongoing progress of each participant

Relationships

Internal

This position works closely and collaboratively with various other services at Community. The role includes-

- Team responsibilities- be actively involved with relevant meetings, reviews, supervision and other program activities
- Organisational responsibilities- contribute to the decision making process regarding the organisation and program/service to ensure the positive development and promotion of the organisation
- Individual responsibilities- identify and participate in training and development opportunities to ensure your personal and professional development

External

This role requires the worker to develop and maintain positive relationships with a range of external stakeholders including participants, community members, family, friends, advocates and other service providers and professionals. The worker will be required to promote Communify Services amongst participants, carers and families, service providers and the wider community.

Workplace Health & Safety

- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues.
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Communify Qld Health & Safety policies manual

Key Selection Criteria**Qualifications and Experience:****Required**

- Minimum Cert 3 in Disability or Individual Support
- Previous experience in the disability sector

Desirable

- Experience and knowledge around strengths based support with an emphasis on capacity building

Other

- A current Open QLD driver's license and a road worthy vehicle insured to a minimum level covering third party property damage (comprehensive cover is recommended)
- Blue Card, Yellow Card (or ability to obtain one) is mandatory
- Appointment is contingent on a satisfactory National Police Record Check

Declaration - Please ensure one signed copy is returned to HR
<i>I agree that I have read and understand the Position Description detailed above.</i>
Print Name
Signature
Date