

POSITION DESCRIPTION

POSITION	DIVISION
Community Support Worker	Community Services

REPORTS TO	LOCATION
Service Manager	Various

ROLES REPORTING TO THIS ROLE
Nil

ABOUT THE ROLE
<p>The Community Support Worker promotes quality of life for people living with disability by providing active, person-centred support. Focus is on supporting each person to work on and towards their goals.</p> <p>The role of Community Support Worker:</p> <ul style="list-style-type: none"> • May involve a variety of shifts, including weekends and overnight. • Shifts may be community or centre based with individuals or groups. • Requires flexibility, and the willingness to travel to multiple sites if necessary.

KEY RESPONSIBILITIES OF THE ROLE
<p>Program & Product</p> <ul style="list-style-type: none"> • Ensure that the client is engaged in the program they are attending • Ensure that the client program is in line with client goals and follows a pre-determined outline <p>Client management</p> <ul style="list-style-type: none"> • Use a Person-Centred approach, ensuring the client is involved in decision making. • Support clients by using a positive, active approach to behaviours. • Follow restrictive practice protocols <u>if approved</u>, and monitoring of these practices. • Maintain client dignity and respect at all times (personal care, community engagement) • Be fully engaged with the client during a shift. • Interact with positive, supportive and respectful communication at all times. <p>Commercial</p> <ul style="list-style-type: none"> • Use of IT for shift support – staff portal, CRM, RITEQ • Provide timesheets/KM on time • Complete incident reports • Complete shift/progress notes after each shift. • Undertake face to face and on line training as required. • Support Manager and Sunnyfield to be an organization of excellence. <p>Service Delivery</p> <ul style="list-style-type: none"> • Punctual and reliable • Present people with disability positively to the community, and educate others in the community • Adhere to Sunnyfield Code of Conduct and mobile phone policy • Regular communication with Manager • Represent Sunnyfield in a professional manner and maintain professional boundaries • Respect Sunnyfield property and vehicles <p>Work Health and Safety</p> <ul style="list-style-type: none"> • Read and comply with Sunnyfield's Code of Conduct, Policies, Procedures and Work Instructions. • Constant risk assessment of client and environment, taking care at all times for the health and safety of yourself, your client and others. • Follow, contribute and work in a culture committed to continuous improvement through active participation in quality and workplace safety initiatives, and the identification of areas for improvement. <p>Other Duties:</p> <ul style="list-style-type: none"> • You may be required to perform other duties from time to time as required by Sunnyfield, so long as those additional duties are within your skills, competency, and training. • As your role within Sunnyfield includes operating as part of a team, you are expected to work as a team member, show appropriate behaviours and respect to all our employees and work with a spirit of co-operation

Position Description: Community Support Worker

Division: Community Services

Date: June 2018

CORE SUNNYFIELD COMPETENCIES	
Demonstrates Sunnyfield Values Client and Customer Focus	Ensuring Accountability Teamwork

KEY ROLE COMPETENCIES – Support Worker	
Acting with Empathy and Compassion Health and Safety Awareness	Adaptability Administration and Documentation Fostering Communication

KEY RELATIONSHIPS	
Internal	External
<ul style="list-style-type: none"> • Clients • Service Managers • Clinical Support staff • Regional Manager • General Manager 	<ul style="list-style-type: none"> • Parents/Families/Carers/Guardians • NGO's • Allied Health Care professionals • Local and community services

KEY SELECTION CRITERIA (required/preferred/desirable)
Education Desirable: Cert IV in Disability Services (or similar) or willingness to obtain
Experience <ul style="list-style-type: none"> • Daily operation of a service (e.g. household tasks including meal preparation, cleaning, washing, ironing, shopping, organising resources, providing transport), supporting people with disability with tasks of daily living and to access the community. • Supporting children or adults with a disability, or people who are ageing desirable. • Human Services experience desirable.
Skills, Knowledge, and Abilities <ul style="list-style-type: none"> • Understanding of service provision for people with disability and person centred practices. • Effective time management skills and the ability to multi-task. • Effective interpersonal, written, and spoken communication skills. • Basic computer proficiency and demonstrated experience in using Microsoft Office and mobile devices and applications. • Money management skills (for handling clients' money). • Demonstrated ability to problem solve, work independently, and as an effective team member. • Ability to complete duties that involve heavy lifting, manual handling, or repetitive work.
Certifications and Clearances <ul style="list-style-type: none"> • Current 1st Aid certificate desirable • Current Drivers licence in applicable state or territory • Satisfactory National Police check • Current Working with Children Check (NSW) or Working with Vulnerable People clearance (ACT) • Pre-employment Functional Assessment Clearance

I have read, understood and agree to comply with the requirements of the Position Description (as outlined above) and any assigned objectives.

Name:
Signature:
Date: