**POSITION DESCRIPTION**

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| **POSITION** | **DIVISION** |
| Community Support Worker | Community Services |

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| **REPORTS TO** | **LOCATION** |
| Service Manager  | Various |

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| **ROLES REPORTING TO THIS ROLE** |
| Nil |

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| **ABOUT THE ROLE** |
| 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.The role of Community Support Worker:* 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.
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| **KEY RESPONSIBILTIES OF THE ROLE** |
| **Program & Product*** 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

**Client management** * 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 if approved, 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.

**Commercial*** 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.

**Service Delivery*** 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

**Work Health and Safety*** 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.

**Other Duties:*** 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
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| **CORE SUNNYFIELD COMPETENCIES**  |
| Demonstrates Sunnyfield ValuesClient and Customer Focus | Ensuring AccountabilityTeamwork |

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| **KEY ROLE COMPETENCIES – Support Worker** |
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| Acting with Empathy and Compassion |
| Health and Safety Awareness |

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| Adaptability |
| Administration and Documentation |
| Fostering Communication |

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| **KEY RELATIONSHIPS** |
| **Internal**  | **External** |
| * Clients
* Service Managers
* Clinical Support staff
* Regional Manager
* General Manager
 | * Parents/Families/Carers/Guardians
* NGO’s
* Allied Health Care professionals
* Local and community services
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I have read, understood and agree to comply with the requirements of the Position Description (as outlined above) and any assigned objectives.

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| **Name:** |
| **Signature:** |
| **Date:** |