**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 Values  Client and Customer Focus | Ensuring Accountability  Teamwork |

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

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:** |