



## (fo) Active Support Worker

### Position Description

Dept/Service: (fo) HR

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Stage: Issued



### Position Title:

Active Support Worker

### Reports To:

Customer Relationship Leader or Activities Facilitator

### Accountability:

#### Our Vision

That every person can say that **I am living the Life I want.**

### Extent of Authority:

You are expected to work as part of a team. You will contribute to the development of positive working environment by establishing and maintaining professional relationships with the people we support, their families and other staff.

Under the direction of the Customer Relationship Leader and Activities Facilitators, you will maintain and build quality of services offered, ensuring the delivery of person centred support and achievement of outcomes for all people receiving a service from **focus**

### Internal Relationships

#### *Customer Relationship Leader or Activities Facilitator*

- You are be directly accountable and responsible to the Customer Relationship Leader or Activities Facilitator in the service you are working
- You will meet regularly and report on day to day activities.

#### *Other Personnel*

- You will work in conjunction with other staff and Support Planners in your region under the guidance of your Customer Relationship Leader or Activities Facilitator

### External Working Relationships

### *Community Networks*

- At all times, you will represent **focus** in a professional manner and abide by the Dress and Code of Conduct Policies

It is anticipated that staff will make objective judgements in all decision making processes with reference to **focus** policy and procedures

### **Summary Statement:**

**focus** offers Accommodation, Individual Support and Specialised Behavioural Programs and is committed to providing quality supports for people with a disability.

Therefore all staff must;

- Work collaboratively to ensure effective implementation of Person Centred Services and the achievement of goals for all people receiving services.
- Support people to maximise choice and decision making in all areas of their lives.
- Assist people with their daily activities, promoting the development of independent living skills in accordance with the person's individual plan.
- Support and encourage maximum integration and participation in the general community.
- To build increased potential for individual choice and decision making by developing inclusive support services based on the expressed wishes of the people receiving services.
- Enhance the quality of life and well-being of people with a disability including maximising choice, community presence and participation
- Maintain confidentiality on all matters and not release any information without consent from the Area Manager
- Participate in training relevant to the position and maintain up to date knowledge.

### **Duties and Responsibilities:**

**In consultation with the Customer Relationship Leader or Activities Facilitator, build on the quality services offered, based on the expressed wishes of the people receiving services.**

The support provided will encourage the development of skills and promote independence, and assist people to achieve their goals and aspirations.

- Establish good working relationships with co-workers, participate actively as a member of the team, and contribute to the development and maintenance of a positive living and work environment within **focus**.
- Implement supports as directed by the person's individual plan that:
  - Promotes the person's rights, responsibilities, privacy and confidentiality.
  - Are responsive to the changing needs of the person.
  - Assisting people with their daily activities, promoting the development of independent living skills in accordance with the person's

- individual plan.
- Encourage people we support to have maximum integration and participation in the wider community
- Report incidents within the DHHS guidelines
- Follow instructions from Customer Relationship Leaders, Activities Facilitator and the relevant Area Manager.
- Design and implement coordinated client focussed activities that meet the current need of each participant.
- Ensure client well-being by attention to:
  - Maintain personal hygiene (e.g. showering, toileting, washing clothes).
  - Safe administration and recording of medication, as per the policy
  - Maintaining food safety standards and complying with personal hygiene standards.
  - Meal preparation to meet specific dietary guidelines and cultural requirements.
  - Be as independent as possible with respect to their daily living tasks (e.g. grooming, dressing, shopping, household tasks)
  - Appropriate emotional support and counselling
- Encourage a collaborative approach to service delivery to maximise individual outcomes.
- To work with community providers to enhance their capacity to provide relevant and appropriate supports.
- Link people into appropriate community activities and settings.
- Assist, support, respect and promote people's right to independence, dignity, privacy and confidentiality.

Other duties as required and consistent with the objectives, guiding policies, and employment conditions of the position.

### Key Selection Criteria:

You will have:

- proven experience or a recognised qualification in the disability sector or a similar field
- a current First Aid certificate, including CPR
- understanding of and commitment to the **focus** Vision, Mission, Values and Team Charter.
- ability to initiate support services to people with disabilities in all areas of their daily lives.
- sound interpersonal, communication (written and oral) and administrative skills.
- ability to provide a secure and supportive environment for residents and personal support associated with everyday living.

You will also demonstrate:

- a positive attitude and commitment to the rights of people with an Intellectual Disability.
- the ability to work and be accountable for actions taken with minimal supervision. the ability to implement client goals and follow plans
- effective communication with internal and community stakeholders.
- basic Microsoft Office computer literacy skills.

You will work as part of a team to support and assist the people served by **focus** to:

- have a good quality of life
- achieve optimal social, emotional and physical and spiritual well/being.
- live as independently and normally as possible
- develop to their full potential as individuals and as members of the community.
- promote and support maximum physical and social inclusion in the community.
- assist, support, respect and promote the people's right to dignity, privacy and confidentiality.
- ensure a safe, clean and secure living environment for all people served.

### Other Requirements:

In addition to the Key Selection Criteria, you should be able to demonstrate the following attributes from our Team Charter:

<b>Respect</b>	You will conduct your relationships with others based on mutual trust and courtesy. You commit to treating others in a professional manner with consideration to cultural diversity.
<b>Communication</b>	You undertake to communicate information in the most appropriate manner, accurately, promptly and with sensitivity to your colleagues and the people we support. You will respond constructively to any information received.
<b>Support</b>	You will support others by listening, encouraging, inspiring and acknowledging individual contributions. You will be consistent in your actions and actively seek to lead others by example.
<b>Positive Attitude</b>	You will strive to maintain a positive working environment. Every team member will endeavour to inspire and encourage each other.
<b>Professional Development</b>	You will take an active role in developing your skills and knowledge to ensure the best service provision possible to the people we support. You will recognise the strengths in others and seek innovative ways to share knowledge and learn from each other.
<b>Teamwork</b>	As part of the leadership team, you will seek to understand each of your team members including their roles and support requirements.
<b>Accountability</b>	Irrespective of your position within the organisation, you will stand accountable to the people we support, your colleagues, direct support staff and the mission and vision of <b>focus</b> .

### Conditions of Employment:

Depending on business needs, positions available are full-time, part-time or casual. You may be required to work a variety of shifts including weekends, split shifts and sleepovers and there is an expectation that the hours may be flexible.

Should the needs of the organisation or the people we support change, you must be prepared to relocate to any **focus** site. This may include redeployment on an individual shift if required.

If working in the Individual Support areas (including Outreach), you may be required to work remotely so must have your own access to a computer, laptop or tablet with internet connection. This is so you can utilise web based systems such as Supportability and relevant roster system.

All staff working for **focus** will be required as a condition of employment to:

- participate in mandatory and reasonable staff development, training and quality assurance activities.
- undertake a national police check and demonstrate compliance with the Employment Safety Screening Policy.
- hold a current Victorian Driver Licence.
- hold a current Provide First Aid and Perform CPR training certificate
- comply with all road traffic regulations and laws and be responsible for payment of fines relating to traffic infringements. Reimburse the costs (excess) incurred as a result of damage caused to vehicles through negligence of the driver.

All **focus** employees are subject to a six month qualifying period from the commencement of employment.

**Note:** This position is subject to review and may change in accordance with the needs of **focus** and the people we support.

### **Qualifications:**

Certificate III or Certificate IV in Disability or a similar field.

Knowledge and understanding of the principles associated with the Human Service Standards and NDIS.

### **Location:**

**focus** has sites located in Somerville, Frankston, Mornington, Mt Martha, Safety Beach, Dromana, Rosebud and Red Hill.

### **Classification:**

This position starts at Level 2.1 of the Social, Community, Home Care and Disability Services Industry (SCHCADS) Award 2010.

### **Key Responsibilities and Key Performance Indicators:**

#### **Operational**

**KPI-1** Prepare work related reports as required, including reporting all critical incidents, reportable conduct and incidents within the DHHS guidelines. Ensure all quality measures and timeframes are met 100% of the time.

**KPI-2** You must complete a Near Miss Form anytime an incident has occurred resulting in injury or damage OR if you identify a potential risk

or hazard (slippery floor, uneven step etc).

**KPI-3** Uphold the rights and confidentiality of the people receiving services 100% of the time. Report any breach of those rights directly to the Customer Relationship Leader or Activities Facilitator in a timely manner.

**KPI-4** Undertake training in the administration of medication and adhere to all policies in this area. Administer and/or witness medications as per service user individual requirements. Complete the process by signing the Medication Management Chart immediately.

**KPI-5** In conjunction with the relevant Leader, Area Manager, and Support Planner, implement and follow the individual Person Centred Plans (PCP) and Behavioural Support Plans (BSP's). Support and assist the people served with the strategies set out in their plans and document their progress in Supportability.

**KPI-6** Encourage and promote skill development and independence within the home and the community by support our people to maintain general health and well-being. Assist the maximum physical and social integration of residents within the community, including the creation of an environment that enhances client competencies and helps them develop and maintain friendships and community relationships.

**KPI-7** Assist the people we support to actively participate in the maintenance of their health by teaching healthy habits and guiding them to prepare varied and nutritional meals.

**KPI-8** Complete all paperwork, notes or journals for every shift in the relevant system (daybook, diary, Supportability). Implement any requirements for the current shift and leave instructions for the following shift if needed.

### **Teamwork**

**KPI-1** Ensure your work reflects the qualities in the **focus** Team Charter at all times.

**KPI-2** Demonstrated compliance with the **focus** Staff Code of Conduct and Confidentiality and Privacy policies.

**KPI-3** Be an active and consultative team member at all times. Attend and contribute to staff meetings as rostered.

**KPI-4** Participate in staff Personal Support Sessions and evaluation as directed. Ensure that you have read and acknowledged the documents outlined in the *Policy and Procedures Must Read! Checklist*.

### **Workplace Safety**

**KPI-1** Ensure all OHS issues are acted upon and reported to the OHS Officer within the agreed timeframes. Adhere to the OHS practices including dress code at all times.

**KPI-2** Adhere to all **focus** Infection Control policies and procedures at all times.

**KPI-3** Ensure workplace safety checklists and emergency evacuation practices are completed within agreed timeframes.

**KPI-4** As per the **focus** Maintenance policy, report and record house maintenance issues via the Maintenance Form within the agreed timeframes.

### Administration

**KPI-1** Be accountable for all expenditure for a person's petty cash or the house petty cash while on duty.

**KPI-2** Read and respond to all forms of correspondence (emails, daybook, diary, Supportability) within three business days.

**KPI-3** Clock In and Clock Out of relevant roster system at every shift.

### Summary of Specific Responsibilities

Defined in	Responsibility
Annual Comprehensive Health Assessment Program : (fo) Disability Services	(fo) Active Support Worker
Blood Spills : (fo) OHS	(fo) Active Support Worker
Diabetes-Testing Blood Sugar Levels : (fo) Disability Services	(fo) Active Support Worker
Food Safety : (fo) OHS	(fo) Active Support Worker
Gastroenteritis : (fo) OHS	(fo) Active Support Worker
Hospital Admission and Discharge : (fo) Disability Services	(fo) Active Support Worker
Individual Outcomes : (fo) Disability Services	(fo) Active Support Worker
Management of Epilepsy : (fo) Disability Services	(fo) Active Support Worker
Missing Person : (fo) Disability Services	(fo) Active Support Worker
OH&S - Purchasing Furnishings : (fo) OHS	(fo) Active Support Worker
OH&S - Purchasing Manual Handling Aids & Equipment : (fo) OHS	(fo) Active Support Worker
Overnight Monitoring : (fo) Disability Services	(fo) Active Support Worker
Professional Boundaries : (fo) HR	(fo) Active Support Worker
Promoting Healthy Eating : (fo) Disability Services	(fo) Active Support Worker

## Summary of Specific Responsibilities

Defined in	Responsibility
Promoting Healthy Exercise : (fo) Disability Services	(fo) Active Support Worker
Safe Work Procedure - Changing bed linen : (fo) OHS	(fo) Active Support Worker
Safe Work Procedure - Cordless Drill : (fo) OHS	(fo) Active Support Worker
Safe Work Procedure - Mopping : (fo) OHS	(fo) Active Support Worker
Safe Work Procedure - Sensory Garden Barbecue : (fo) OHS	(fo) Active Support Worker
Safe Work Procedure - Temperature Control Kettle : (fo) OHS	(fo) Active Support Worker
Safe Work Procedure - Trampoline : (fo) OHS	(fo) Active Support Worker
Safe Work Procedure - Vacuum Cleaner : (fo) OHS	(fo) Active Support Worker
Safe Work Procedure - Wheelchair (Pushing) : (fo) OHS	(fo) Active Support Worker
Specfic Health Management : (fo) Disability Services	(fo) Active Support Worker
The Person Centred Active Support Model : (fo) Disability Services	(fo) Active Support Worker
Working Remotely : (fo) HR	(fo) Active Support Worker

Other related Team/Group based responsibilities for **(fo) Active Support Worker**

### Professional Development Review:

In accordance with the organisation's development and support processes all supervisors and employees will use the Annual Professional Development Review (PDR) template when developing the annual review and the Professional Support Session (PSS) template when conducting support sessions.

Further information can be obtained from the Professional Development Review and Support Procedure.



**Employee/Volunteer Statement:**

I have read, understand and accept the above Position Description for (fo) Active Support Worker.

Signed: ..... Date: ... / ... / .....

Name: .....

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