



Position Description: Support Worker

Classification	SACS 2
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Reporting to	Service Coordinator or Service Manager
Working environment	Any location where The Parkside Foundation provides support services

OUR VISION:

To live a full life with purpose

OUR MISSION:

To ensure that Parkside Foundation is the first choice of service provider for Tasmanians living with disability and the first of choice for Tasmanians seeking aged care.

OUR VALUES:

To listen to those we support and to each other
To respect the families and those closest to the people we support
To deliver results to reach the goals of those we support

We strive to provide the highest quality, personalised services that are family-oriented, responsive and adaptable.
We value each person and treat people with respect, honesty, equality, dignity, choice, privacy and confidentiality.
We work in partnership with a range of organisations to maximise outcomes for these people.

The Parkside Foundation is a non-profit organisation.

POSITION SUMMARY

As a support worker you will provide physical, emotional and social support to clients and carers and participate in programs that facilitate clients' acquisition and maintenance of independent living skills; and/or enable clients and carers to achieve their goals; and/or increase client/carer access to their local community. You may work as part of a team.

A Support Worker at this level provides direct personal care and support for disability and aged care clients of the Organisation.

A Support Worker at this level possesses an appropriate qualification as identified by the employer.

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Code of conduct

All employees must support the philosophy of the Organisation and abide by the code of conduct.

Occupational Health and Safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the organisations occupational health and safety policies and procedures.

Performance review

A Performance Review will be conducted using the Organisations Performance Management Process.

Service Objectives

To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment
- Efficient follow through of any tasks until completion or as otherwise agreed with by the site coordinator/manager or delegated staff
- Consideration, understanding and respect for clients and their families
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, coordinators, managers, external partners and other staff
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs

Level of Responsibility

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general guidance by the immediate supervisor of the relevant program in which the Support Worker is working. The employee is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

Supervision

A Support Worker at this level works under regular supervision and operates within established routines, methods, standards and procedures and is responsible for managing time, planning and organising their own work and may be required to provide limited guidance to a limited number of employees.

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Position Requirements

- An awareness of the organisation's Strategic Plan objectives
- Ensure that the service provided is in keeping with the Disability Service Standards and the policies, procedures and protocols of the Organisation
- Ensure medication is given in accordance with medical instructions and established policies and procedures and protocols
- Respect each person's right to privacy and dignity
- Model appropriate, non discriminatory behaviour at all times
- Provide physical, emotional and social support to clients and carers while maintaining client dignity
- Assist with personal care tasks as required
- Maintain confidentiality of clients, their families and the organisation
- Enhance quality of life, encouraging the aspirations of clients and carers and support them to achieve their goals
- Implement and review established client programs and activities
- Take responsibility for your own emotional and physical well being
- Take part in debriefing when required
- Identify and work within own roles and responsibilities
- Maintain client records and reports as required under Organisation policies and procedures and protocols
- Establish and maintain a professional relationship with colleagues and other agencies
- Engage in personal and professional development
- May be required to provide guidance to new employees and students
- Communicate any difficulties in a timely and appropriate manner to your supervisor
- Attend and participate in meetings as required
- Use the Grievance Procedure of the organisation to resolve conflict
- Work site is kept clean and secured, and hazards, faults and damage are identified and reported to supervisor
- Other tasks as required

Qualifications

- Appropriate certificate relevant to the work required to be performed; or
- Attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required; or
- Appropriate on-the-job training and relevant experience

Other requirements

- Current Medication endorsement "Administration of Drugs in Non-Institutional Settings"
- Current unrestricted Tasmanian Manual Driver's licence
- Current Level 2 Senior First Aid
- Required to provide a satisfactory National Police Check and/or Working With Vulnerable People Check
- Provision of a satisfactory pre-employment medical report

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Selection Criteria

- Ability to meet the physical and social needs of people with disabilities and older people
- Demonstrated empathy and understanding of issues relating to people with disabilities, people with dementia and older people and their carers and families
- Understand the current trends and practices relating to service delivery to people with disabilities, people with dementia and older people
- Ability to implement and assist in development and evaluation of programs for clients in a broad range of areas including: community access and participation, respite, independent living skills, social skills and recreational opportunities
- Interpersonal skills with the ability to work with a wide range of clients, carers and client’s families, relay appropriate information to external service providers, and effectively resolve conflicts
- Communication skills, both written and verbal, with the ability to monitor and maintain records and write reports on day-to-day operational issues
- Demonstrated ability to work within a team based approach to service delivery
- Use initiative and remain calm in emergency situations and crises. Be able to manage own stress and recognise and assist other team members in managing stress
- Computer skills including the ability to access The Parkside Foundation website, including downloading policies, procedures and protocols and lodging timesheets
- Knowledge and skills in working with people with disabilities, people with dementia or older people

Signatures

Signed for and on behalf of the Organisation:

Name: -----

Signature: -----

Position: -----

Date: -----

The employee

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name: -----

Signature: -----

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