

Job Description

POSITION DETAILS		
Position Title	Senior Support Worker	
Classification	Level 3 (Social, Community, Home Care and Disability Services Industry Award 2010)	
Reports to (position title)	TBA	
Delegations	Nil direct reports	
Special Working Conditions	<ul style="list-style-type: none"> • Must have DHS Screening Clearance acceptable by Lutheran Disability Services • Current SA unrestricted "C" class drivers' licence or P2 • Must have a smart mobile phone • Prepared to work in a variety of work locations as reasonably instructed by LDS • Must be prepared to work flexibly across 24 hours, 7 days • Ability to work in a physically demanding environment • Ability to problem solve and dynamic risk assessment 	
Significant Working Relationships	Ability to work in a team environment Ability to work with people with a disability Ability to work across various teams to problem solve	
POSITION SUMMARY		
<p>This position is responsible for working under the general direction to support clients living with disability have a full life, with family, friends, community and connections. Focus is around the client and what they want to achieve facilitating client's choice and control over their decisions and facilitate personal choice and control. A senior worker is expected to be a mentor to Support Workers and coach new team members. This role requires flexibility to move across various teams when challenges occur to support with implementing strategies and promote our clients living their best life. This position requires a dynamic problem solver who can share their skills with the team to provide a high level of support. The Senior Support Worker plays a key role with on boarding new clients and supporting a smooth transition into our LDS family.</p>		
Key Performance Indicators	Key Responsibilities	Key Results
Individualised Person-centred Practice	<ul style="list-style-type: none"> • Takes a mentoring role and supports development of life skills and activities of daily living including personal care and domestic tasks • Where required supports client with personal care including toileting, showering, feeding etc. • Proactively looks for ways to minimise restrictive practices and calling it out • Respects client identity and empowering them to follow their personal and dignified journey 	<ul style="list-style-type: none"> • Staff practising supportive decision making • Staff supporting clients with basic and emotional needs, spiritual and community access opportunities • Staff persistent and patient supporting clients to develop relationships at their pace and of their preference

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	<ul style="list-style-type: none"> • Works with client to link NDIS goals with personal goals and find creative ways of achieving these • Proactively manages and de-escalates behaviours of concern • Contributes to the development of plans and programs to enhance social and community inclusion • Reports on progress of client goals and evolving needs • Applies person centred, active support in provision of services in a competent manner • Identifies Key Worker for new clients • Working with the Team Leader, updates shift cards and communicates changes with the team 	<ul style="list-style-type: none"> • Staff assisting clients to build their own skills and capabilities to live happy and fulfilled lives of their choosing • Staff assisting and guiding clients, creating and expanding real life opportunities for clients to start paving their way towards their future desires and goals
<p>Create happy home and safe environment</p>	<ul style="list-style-type: none"> • Demonstrates knowledge of NDIS, disability legislation and principles in the provision of services including NDIS code of conduct, NDIS quality and safeguarding principles and UN convention's rights of individual's living with Disability • Leads positive relationships, demonstrating consistency in supports and role models professional boundaries • Encourages psychological and personal safety while supporting clients in their chosen environment • Demonstrates and coaches a high level of customer service in role • Supports with implementing and maintaining individual records and develops reports as required (i.e. individual plans, monthly reports) using established procedures and guidelines • Attends employee meetings, individual planning meetings, employee training and other meetings as requested by the Management Team • Maintain, and keep informed, through the required documentation regarding the daily functioning of the home and/ or client requirements • Arrange professional services for individuals, in consultation with supervisor • To work with SCSM, CSC, CSM and TL's to develop person centred plans • Assist with Petty Cash Management and client purchases 	<ul style="list-style-type: none"> • Staff creating happy environments focused on what is important to and for the client • Staff supporting clients to live and create their own safe and supportive environments • Staff using their creativity to assist clients to reach their desired goals and what's important to them • Able to communicate and maintain professional boundaries with clients, their relatives and advocates
<p>Client Safeguarding</p>	<ul style="list-style-type: none"> • Follows and promotes LDS code of conduct, policies and procedures at all times 	<ul style="list-style-type: none"> • Demonstrates appropriate level of judgement towards risk and duty of care

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	<ul style="list-style-type: none"> • Administrative duties through effective use of LDS reporting and accurate documenting, systems and processes • Supports effective management of complaints or concerns • Accountable for expenditure in accordance with client and/ or house budget and maintains appropriate and accurate records for auditing client and house expenditure • Supports change and leads continuous improvement initiatives • Reflective practitioner and can professionally call out poor practice • Recognises and takes responsibility for preventing abuse and neglect and are aware of when abuse is happening or has taken place • Acts to take steps to raise and act on concerns about matters that may impact quality and safety of supports to clients • Abides by the NDIS code of conduct as well as the LDS code of conduct 	<ul style="list-style-type: none"> • Provides supports in a safe and competent manner with care and skill • Respects the privacy of clients
<p>Communication, Teamwork and initiative</p>	<ul style="list-style-type: none"> • Works and communicates professionally and effectively with a range of internal and external stakeholders, including clients and families • Mentors new support workers into the workplace • Role models effective communication with co-workers to ensure continuity of supports and services • Proactively promotes positive team culture • Maintains positive professional relationships with clients, families and advocates • Works with the intake team when on-boarding new clients to ensure a smooth transition • Problem solves with rostering and HR to provide an appropriate team for every client • Works within client teams when challenges occur to problem solve, supporting the client and coaching their team 	<ul style="list-style-type: none"> • Positive working relationships across teams and with a variety of individuals • Demonstrates initiative to support new staff • Professional and respectful communication • Smooth transitions for new clients
<p>Quality and safety</p>	<ul style="list-style-type: none"> • Attends all mandatory training and/or training requested by management. • Ensure all work carried out is in accordance with WHS legislation and LDS policies and procedures. • Identifies, reports and records safety hazards and incidents 	<ul style="list-style-type: none"> • Active involvement in maintaining a safe work environment • Only appropriate RPI in use • All incidents reported in a timely manner • Risks identified and improvements made

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| | <ul style="list-style-type: none"> • Works with CSC to implement proactive strategies and promote client well-being • Contributes and supports continuous improvement, quality and safeguarding actions required • Communicate with Team Leaders to reduce risks • Other tasks as directed by management | |
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CAPABILITIES AND BEHAVIOURS

- Lead by example
- Build and maintain positive workplace culture
- Conducts self in a professional manner
- Act in accordance to LDS mission, vision and values; and to do all possible in assisting LDS achieve business objectives
- Follow all LDS policies, procedures and code of conduct
- Follow/participate in Work Health, Safety and Wellbeing measures and initiatives
- Act considerately around the workplace and have regard for wellbeing of client's, fellow staff, students and volunteers
- Be physically and mentally capable and present themselves in a fit state to conduct their duties at all times
- Commitment to ongoing skills development
- Ensures organisation's image and reputation is maintained and that the vision, mission and values of LDS are endorsed at all times

Physical requirements of the role:

- Required to provide a range of supports to clients with disability including transportation of clients (use of own private vehicle required)
- Clients may present with certain levels of physical disabilities and behaviours of concern such as aggressive and non-social behaviour
- Workers are required to perform their role without causing injury to themselves or others
- Physical aspects of the role may include manual handling activities such as bending, stretching or supported transfer of clients including but not limited to:
Using equipment, light weight manoeuvring, assisting with feeding, bathing and toileting

LDS EXPECTATIONS

- Work within and promotes LDS Values:
 - Faith
 - Empowerment
 - Excellence
 - Fun

SELECTION CRITERIA

Professional Experience, Skills, Knowledge and Attributes:

- Computer savvy and financially astute

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- Hands on experience within the disability services sector or similar, including working knowledge of the Disability Act and NDIS
- Substantial experience in the provision of active support to people with disabilities
- Demonstrated ability to work collaboratively and cooperatively in teams across an organisation to deliver shared goals
- Demonstrates ability to lead change by displaying openness and resilience, inspiring others to change and acting to make change happen
- Demonstrated ability to display professional behaviours
- Great interpersonal and professional communication skills that support message delivery to individuals with a disability in their journey and the ability to professionally relate to a range of stakeholders
- Highly organised with great attention to detail and completing timely and accurate file notes, records and data entry
- Ability to collaborate, identify and implement opportunities for improvement and innovation
- Understanding of the principles of the Equal Opportunity Act and Disability Discrimination Act
- Understanding of the NDIS Code of Conduct
- Have values aligned to our organisational values
- Genuine passion and grit to support individuals reach their potential
- A good sense of humour and a positive attitude

Qualifications:

- Minimum Certificate IV in Disability or similar higher-level qualification
- First Aid and CPR certificate (responsible for maintaining own currency and providing proof of this)
- Current NDIS worker screening clearance
- Satisfies all visa requirements for working in Australia

Signature

Date

CEO

Date