



InComPro

Cultural Services for Aboriginal People

POSITION DESCRIPTION

Title of Position:
Classification:

Client Support Worker
SCHDS Award Level 2

Approved: *Darrien Bromley*
Chief Operating Officer

Date: 22 June 2018

Position Specification

Summary of the broad purpose of the position in relation to the organisation's goals (its expected outcome and how it is achieved).

This is an identified position with specific requirement for the provision of care to clients with challenging behaviours who also require personal care and safety precautions.

The Client Support Worker is responsible for the provision of direct support services for people with disabilities, complex support needs and challenging behaviours through a range of quality community and accommodation based services which meet the individual client's needs.

As part of a dedicated and cohesive team, the Client Support Worker will collaborate with clients, other staff and external stakeholders, and facilitate links with community to ensure all clients enjoy a positive lifestyle that emphasises independence, choice and quality of life.

Accountability and Reporting/Working Relationships

The Client Support Worker is responsible to the Team Leader or their delegated authority.

The Client Support Worker will work within the values and policy framework of InComPro Inc. and within the delegated level of decision making in relation to client service matters as per InComPro's policies and procedures.

1. Special Conditions (such as non-metropolitan location, travel requirements, frequent overtime, etc).

- 1.1. Must be prepared to work over seven (7) days, including evenings, nights and sleepovers.
- 1.2. Certificate III in Individual Support or equivalent.
- 1.3. Flexibility and a willingness to travel and work between work locations.
- 1.4. Must be prepared to relocate within any InComPro Service if the need arises.
- 1.5. A Current Manual Handling Certificate and to be physically able to undertake manual handling tasks.
- 1.6. Current Australian driver's licence is essential and able to drive InComPro's vehicles including 8 – 12 seater vans.
- 1.7. A current First Aid Certificate.
- 1.8. A current Department of Human Services DCSI Screening – Child Related Screening or Disability Related Screening Clearance.

2. Key Outcomes/Activities (Client Support)

2.1. Ensure clients' needs are met by:

- 2.1.1. Providing direct support in a supportive and safe environment;
- 2.1.2. Supporting and encouraging family relationships and friendships;
- 2.1.3. Maximising opportunities for physical and social integration of clients in the general community; eg actively supporting clients to participate in recreation, leisure and employment activities;
- 2.1.4. Promoting the dignity and positive image of clients within the community;
- 2.1.5. Acting as role model for clients and professionally represent InComPro, eg. maintaining high personal standards in respect of personal appearance, presentation and professional behaviour;
- 2.1.6. Providing guidance and direction to other support staff as required;
- 2.1.7. Facilitating client communication and enhancing their choice and decision making processes;
- 2.1.8. Enhancing opportunities for learning, skill development and independence for clients;
- 2.1.9. Supporting clients to manage their finances;
- 2.1.10. Implementing and contributing to the development of service policies and procedures as required;
- 2.1.11. Assisting with service development and service standards;
- 2.1.12. Assisting in leading and implementing person centred planning with support from the Service Coordinator or their delegate;
- 2.1.13. Following and assisting to develop work instructions specific to the service;
- 2.1.14. Assisting clients in all aspects of personal care including hygiene, transferring and positioning;
- 2.1.15. Undertaking a Key Worker role as directed;

- 2.1.16. Maintaining effective communication between clients, carers, families and other stakeholders as required;
- 2.1.17. Supporting clients to maintain their home which may include assisting clients in a range of household duties, eg. cleaning, cooking, laundry;
- 2.1.18. Ensuring that client homes, InComPro vehicles and client equipment are properly maintained;
- 2.1.19. Becoming familiar with and assisting in implementing the requirements within clients' individual support plans e.g. individual goals, health care, manual handling and behaviour support plans;
- 2.1.20. Assisting in providing community inclusion and networking opportunities for clients and supporting clients' leisure activities;
- 2.1.21. Supporting service redevelopment to meet the needs of clients at the service and across the organisation;
- 2.1.22. Developing and maintaining cultural awareness in relation to InComPro's client base and the organisation by adhering to InComPro's values and contributing to staff development, knowledge and understanding of cultural diversity.

2.2. Ensure client health needs are met by:

- 2.2.1. Following client health care plans and administering prescribed medication to individual clients in accordance with InComPro's Health Care Policy;
- 2.2.2. Maintaining relevant health care training and competency assessments;
- 2.2.3. Maintaining an awareness of local medical services;
- 2.2.4. Supporting client choice of medical/health services;
- 2.2.5. Supporting clients to attend medical appointments and follow health care advice;
- 2.2.6. Supporting clients to live a healthy lifestyle;
- 2.2.7. Maintaining other health related documentation as required.

2.3. Ensure the principals of Active Support are applied by maximising opportunities and strengths through:

- 2.3.1. Following relevant InComPro policies and procedures;
- 2.3.2. Being an effective role model to both clients and other staff team members;
- 2.3.3. Working with other staff to enhance the service and meet the needs of the clients accessing InComPro's services;
- 2.3.4. Developing and maintaining knowledge in respect to best practice associated with the application of Active Support principals.

3. Key Outcomes/Activities (Cultural Support)

3. Ensure services are culturally appropriate and clients individual values and beliefs are supported through:

- 3.1. Assisting to incorporate culturally competent principles, values and practices;

- 3.2. Ensuring that clients' home environment is safe, non-threatening and non-judgemental;
- 3.3. Recognising and supporting the connection individual clients have with their traditional community;
- 3.4. Assisting clients to maintain connections with their immediate and extended family;
- 3.5. Respecting and encouraging community participation when developing support planning and approaches for clients;
- 3.6. Identifying own learning needs and participating in staff development and training sessions;
- 3.7. Keeping up to date with InComPro policy and practices in relation to appropriate cultural support for individual's accessing InComPro's services.

4. Key Outcomes/Activities (Team & Organisational Support)

4. Assist in maintaining an effective team and contribute to the development of the organisation by:

- 4.1. Maintaining a professional approach in the workplace by adhering to InComPro's values and goals;
- 4.2. Maintaining professional and technical knowledge by attending relevant training workshops or seminars as required by the organisation, funding bodies and legislation;
- 4.3. Maintaining and demonstrating a commitment to customer service by supporting InComPro's continuous improvement processes, including adherence to InComPro's quality system;
- 4.4. Maintaining client confidentiality by ensuring sensitive information is kept secure;
- 4.5. Maintaining InComPro's information and reporting systems, including entry of electronic data as required;
- 4.6. Undertaking administrative and other tasks such as following up on appointments and phone calls and maintaining records as required;
- 4.7. Maintaining Equal Opportunity principles in the workplace by adhering to EO legislation and relevant InComPro policies.

5. Vulnerable People Safe Organisation

Comply with InComPro's vulnerable people safe practices including utilising Organisational systems and reporting to actively ensure the safety, protection and well-being of InComPro clients accessing the organisation's services.

6. Work Health Safety (WHS)

6. The Client Support Worker is responsible for maintaining a healthy and safe workplace by:

- 6.1. Taking reasonable care to protect own safety and that of others whilst at work;
- 6.2. Adhering to InComPro's WHS policies and procedures;
- 6.3. Obeying any reasonable instruction from InComPro management;
- 6.4. Using and maintaining equipment provided for health or safety purposes;
- 6.5. Not being affected by alcohol or a drug in such a way as to endanger own safety or that of others in the workplace;
- 6.6. Reporting any identified unsafe conditions, risks, hazards as soon as possible as per InComPro's Hazard Management Policy;
- 6.7. Adhering to relevant client support plans such as those associated with manual handling and behaviour support;
- 6.8. Actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programs.

Person Specification

Essential Minimum Requirements

Personal Abilities / Aptitudes / Skills

- Understanding of and a commitment to the needs of people with disabilities and complex support needs
- Knowledge and understanding of the issues that Aboriginal people may face who are affected by disability
- A commitment to continuous improvement
- A commitment to the values, beliefs and mission of InComPro
- Good interpersonal and communication skills
- An ability to take initiative and possess good problem solving skills
- The ability to support individuals in a manner that shows respect and increases independence, communication and self-respect for clients
- An ability to work as a member of a team and to work closely with various stakeholders in the provision of services to individual clients
- Experience and commitment to participation and equity opportunity for individuals
- Ability to work over seven days, including evenings, active and nights and sleepovers
- An ability to work with other agencies and the wider community in the development of local, integrated and coordinated services for clients

- An ability to provide a range of ‘personal care’ services for individuals in a way that maximises their independence, choice and dignity
- An understanding of the particular cultural, health and behavioural support needs that may be faced by clients
- An understanding of the importance of prompting a positive image of people with disabilities and high support needs by maintaining high personal standards of dress, grooming and public behaviour
- An understanding of the importance of privacy and confidentiality in the work environment
- An ability to record and maintain accurate and non-judgmental information.

Educational / Vocational Qualifications

Certificate III in Individual Support (Disability)

Read, understood and acknowledged by incumbent:

Name:

Signature:

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