

Position Description



Position Title	Support Worker
Department	Community Services
Reports to	Team Leader
Grade	3
Date reviewed	June 2021

Primary Purpose

Responsible for assisting consumers with a range of care support services to enable them to remain living independently in their own homes.





The incumbent will contribute to Council's vision as "A Trusted Community Partner", promote the values which support this: Solutionary, Together, Accountable, Innovative, Caring, and use these to guide decisions, actions and conduct.

Key Accountabilities

- Provide a range of support services to consumers, as per their individual Support Plan
- Provide feedback to the Supervisor on any outcomes, incidents or observations for consumers
- Comply with all Policies, Procedures and Community Support Programs funding agreement and Standards at all times
- Observe consumer and carer confidentiality and privacy in line with Policy and Confidentiality Agreement
- Contribute to the performance of Council: demonstrate professional conduct, make the best use of knowledge, experience and skills and be accountable for own decisions and actions
- Contribute to a safe workplace: comply with legislative and organisational requirements and be accountable for own decisions and actions

The employee is required to undertake any other duties, projects or tasks as directed by the Team Leader, which are within his/her skills, competence and training.

Position Capabilities

Capability Group	Capability Description	Level
 Personal Attributes	Be accountable for investing in own growth, acting with integrity and displaying resilience.	Intermediate
 Relationships	Be respectful, inclusive and collaborative in engaging with others to address issues and deliver for the community.	Foundational
 Results	Be planned and responsive to organisational priorities and develop pragmatic solutions to deliver quality outcomes.	Foundational
 Resources	Be efficient, effective and compliant in the management and use of assets, finance and contracts.	Foundational

Essential Criteria

1. Commitment to providing high level of Support Services with strong customer service focus
2. Demonstrated ability to work independently or as part of a team
3. Effective written and verbal communication skills
4. Ability to undertake basic administrative duties including case notes
5. Current National Criminal History Check (Not less than six months old)
6. Current Working With Children Check
7. Current NDIS Worker Check
8. Current First Aid Certificate
9. Current Class C driver's license.
10. Access to your own vehicle for service provision – must be comprehensively insured (proof Required)

Desirable Criteria

1. Tertiary qualification in Aged Care or Disability Services or willingness and ability to obtain within six months
2. Experience with supporting consumers in areas such as personal care, domestic assistance and social support
3. Flexibility to work various rostered shifts including weekends
4. Knowledge and understanding of wellness and reablement approaches in service delivery
5. An understanding of work health and safety practices in community services sector

The position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, actions and conduct, including but not limited to, the contract of employment, Code of Conduct, delegations of authority, legislation, regulation, policy, procedure, process, standards and plans.

I have read and understand the above requirements and accountabilities of this position.

Name (please print)

Signature

Date