

# Example Company

POSITION DESCRIPTION	
Position Title	Support Worker
Business Unit	Home & Community Services
Reports To	Team Leader / Service Coordinator
Location	Various
Modern Award Classification	
Date Created	October 2024
Date Approved	October 2024
Review Date	April 2025

POSITION PURPOSE
<p>The Support Worker assists individuals in enhancing their daily living abilities and participating in community events. This role includes providing personal care and tailored support to those with disabilities, aiding them in maintaining their well being, exploring new possibilities and fulfilling their personal aspirations. Additionally, it emphasises the importance of nurturing positive professional relationships with caregivers and other involved parties consistently.</p>

ORGANISATIONAL CONTEXT
<p>As a leading provider of services for individuals with disabilities, we aim to offer expert assistance, guidance and support that is focused on the community, respectful and tailored to the needs, preferences and strengths of those with disabilities and their advocates.</p>

KEY RESPONSIBILITIES AND DUTIES
<ul style="list-style-type: none"><li>• Follow the daily duties, tasks and schedule to ensure a secure and pleasant living environment, while continuously offering the required physical and emotional assistance to clients.</li><li>• Provide help and services to people by utilising the Person Centred Active Support Model, which promotes active involvement for individuals with disabilities in their own lives.</li><li>• Participate in programmes and actions that cater to the specific needs of clients, promoting participation and development for individuals while providing chances to enhance their social and personal connexions.</li><li>• Respect the desires of clients while upholding the foundational values of the organisation.</li><li>• Assist individuals with their personal care, health requirements and mobility needs by managing wheelchairs, aiding in wheelchair transfers, using hydraulic lifts and carrying out various manual tasks.</li><li>• Assistance with bathing, controlling incontinence, ensuring oral hygiene and providing meal support.</li></ul>

- Administer medications and carry out various health care procedures.
- Assist in fostering a positive image of clients within the community.
- Assistance with household or venue duties like cleaning, doing laundry, ironing clothes, shopping for groceries and cooking meals.
- Update the Team Leader on the changing needs of clients and investigate new and creative service models to uphold a standard of excellence in the creation and provision of services.
- Ensure that clients and their representatives take part in discussions and contribute to decisions that impact them.
- Carry out all tasks and responsibilities in accordance with relevant standards, guidelines and organisational policies to guarantee that service operations remain consistent in applications and processes.
- Ensure that the client notes are accurate and kept up to date.
- Please provide prior details about the services and support that are accessible.
- Act as a positive role model for clients by maintaining high personal standards concerning appearance, presentation and social behaviour.

## KEY COMPETENCIES AND SKILLS

### Technical

- VET Certificate III in Individual Support (Disability) or an equivalent qualification.
- Having experience in helping people with disabilities in various community settings.
- Demonstrated skill in tackling and solving problems.
- Understanding the principles of Duty of Care and Dignity of Risk when supporting people with disabilities.

### Behavioural

- Ability to work effectively with a team in a community setting while maintaining productivity with little supervision.
- Proficiency in following guidelines and functioning within established procedures.
- A proficiency in creating and maintaining positive and professional connexions with clients, their families and caregivers.
- Ability to maintain high personal standards regarding looks, presentation and social behaviour.

## OTHER WORK REQUIREMENTS

- Hold and maintain a valid Australian Class 1 Driver's Licence.
- Obtain and maintain a Disability Services Employment Screening.
- Ensure and maintain a Working With Children Check approved by the appropriate authority.
- Obtain and maintain a certification to guarantee safe surroundings for children and young people.

[Match your position to the right award classification using Award Matcher](#)