

## Position Description

<b>Position:</b>	Support Worker	<b>Reports To:</b>	Placement Coordinator
<b>Programme:</b>	Care Services	<b>Location:</b>	Mount Gambier
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 2

### Job Purpose

The primary role of Support Worker, Care Services is to contribute to the day to day running of a residential placement and programs and to support and empower vulnerable and at-risk children, young people and adults. This includes being responsible for providing high quality care to support a range of clients with diverse backgrounds and needs in residential, community and home environments.

The Support Worker forms healthy and supportive relationships and role-models skills to assist clients to achieve the goals in accordance with their Care Plans and Program Objectives.

Baptist Care SA is committed to caring and nurturing for these children, young people and adults through the application of trauma informed care and client centred practice.

### Services:

- Alternative Care – Short Term Care, Residential Care, Stabilisation Assessment and Transitional Services, Mentoring
- Disability Care – Supported Accommodation, Emergency Respite, In-Home Support, Community Participation and Support, Mentoring and National Disability Insurance Scheme (NDIS). We are a registered NDIS provider and provide supports with this framework.

### Responsibilities and Accountabilities

#### 1. Build and maintain a positive environment for clients in Care Services.

- Demonstrated understanding and practical application of trauma informed care and client centred practice.
- Be able to effectively engage with children, young people and adults.
- Evidence of effective role modelling and working to develop and implement a caring, supportive and learning environment.
- Evidence of effectively managing and responding to difficult and /or challenging behaviours.
- Maintain awareness of clients' individual physical and emotional needs and that they are considered and meet on a daily basis.
- Engage with and involve clients in activities that are aligned with their individual stage of development.
- Work with internal and external stakeholders to meet the physical, emotional, educational and health needs of the clients.
- Actively engage in the continuous quality improvement process by providing feedback, embracing changes, reflecting and expanding and adapting own professional practice.
- Teach and promote independent living skills to all clients.
- Implement behaviour strategies provided to reach goals (including following Positive Behaviour Support Plans).

#### 2. Ensure a safe and secure environment for clients.

- Ensure and demonstrate that daily shift tasks are always completed as per specific program work directives.

- Ensure and demonstrate that facilities and equipment accessed and used by children, young people and adults are maintained safely and appropriately.
- Ensure and demonstrate an awareness of and application of safety precautions at all times.
- Ensure and demonstrate that client confidentiality is maintained at all times and that all appropriate information management processes are applied.
- Ensure and demonstrate that appropriate personal boundaries are maintained at all times.
- Understanding and demonstrated application of mandatory reporting and duty of care.

**3. Work effectively in a team environment.**

- Work collaboratively with team members to ensure the application of consistent support and services to the children, young people and adults in the care of Baptist Care SA
- Follow all reasonable workplace requirements and directives.
- Attend and contribute to staff and stakeholder meetings as directed by management.

**4. Completion of administration tasks.**

- Demonstrated evidence that all documentation is used appropriately and as directed.
- Ensure and demonstrate that specific emergency documentation is used appropriately and as directed.
- Ensure and demonstrate that regular and up to date handover is occurring as per specific program work directives.

**5. Provide client focused service.**

- Evidence of effective service delivery confirmed by feedback from client, external parties and stakeholders, supervisors and management.
- Ensure and demonstrate capacity to respond to clients' needs as required.
- Ensure and demonstrate adherence to client care plans, support plans.
- Ensure and demonstrate that appropriate level therapeutic intervention is maintained as per work directives and from management.

**6. Manage own "Self-Care".**

- Recognise personal needs and limitations in regards to workplace and client trauma.
- Demonstrate reflective behaviour.
- Engage in continuous learning and up-skilling.
- Attendance at supervision, training and care team meetings as directed by Line Manager.

**7. Work Health and Safety (WHS)**

- According to the WHS Act 2012, an employee must take reasonable care to protect their own health and safety, and have responsibilities to:
- Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
- Obey reasonable instructions that are designed to protect their health, safety and welfare.
- Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
- Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
- Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.
- Report promptly, any hazards, incidents or injuries to their Team Leader/Manager.

**8. Quality improvement**

- Participate in organisational communication and development systems such as web discussion groups, staff meetings, planning and review days and quality assurance programs.
- Adopt 'Lean Management' principles to ensure improvement in practices and effective use of resources in order to improve performance of corporate services.
- Work with other team members to improve service outcomes for clients and employees by effective complaint management via Riskman, stakeholder feedback and responses to service audit processes.

**9. Know and apply Baptist Care SA policies and procedures**

- Demonstrated alignment to the Baptist Care SA mission and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Evidence of harmonious working relationships with Baptist Care employees, volunteers and other stakeholders.
- Management of risk and ensure compliance with Workplace Health Safety to the highest standards.
- Demonstrated alignment to Child Wise Accreditation to provide and ensure a safe and nurturing environment for all clients of Baptist Care SA.

**Essential Qualifications, Experience, Competencies:**

**Qualifications**

- Minimum completion of Certificate 4 in the study area of Community Services, Youth Justice, Family Intervention, Disability and Development and relevant qualification.

**Experience**

- Demonstrated ability and experience to work within a team environment

**Competencies (Knowledge, skills and behaviours):**

- Demonstrated commitment to work with in and apply quality service and CQI
- Demonstrated commitment to personal development and ongoing training
- Demonstrated ability to work autonomously and within a team
- Demonstrated interpersonal and communication skills
- Ability to work across a 7 days rotating roster, including am, pm pm passive, active night shifts

**Specific employment requirements**

- A valid full South Australia driver's licence (C Class)
- A valid DHS (formerly known as DCSI): Child-Related Employment Screening
- Training – Apply First Aid (min HLTAID003)
- Training – Child Safe Environments
- Ability to work outside of normal office hours will be required
- Travel within South Australia and interstate would be required

**Desirable attributes**

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**MONITORING, EVALUATION AND REVIEW**

Status:	Choose an item.	Control:	People & Culture
Signature:		Version:	1.0
Effective Date:		Review Date:	