

Position title:	NDIS Support Worker	Reports to:	NDIS Coordinators
Program / Department:	Disability Pathways	Primary work location/s:	Various locations across Adelaide
Direct reports:	NA	Key stakeholders:	Disability Service Delivery Team, Clients, Guardians and Families
Award:	SCHADS	Classification:	Level 2

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

The NDIS Support Worker is to provide direct support to vulnerable and at-risk clients living with a disability in residential and community settings. Engaging actively with clients to support and empower them to live independently and ensure daily needs are met. This includes being responsible for providing high quality client centered care to support clients with disabilities in diverse and ever-changing care environments.

The Support Worker forms health and supportive relationships with clients and role-models' skills to assist clients to achieve their personal and NDIS goals in accordance with the clients NDIS Plan and holistic assessments.

Support Workers are required to work across a 24/7 roster and maintain flexibility in their approach to working across shifts and clients as the business requires, to ensure the continuity of care for clients.

Baptist Care SA is committed to caring for and nurturing vulnerable, marginalised clients through the application of trauma informed care and client-centred practice.

Role responsibilities

Provide active support to Baptist Care SA Clients

- Provide active support to clients and engage with them in a meaningful way while providing personal care, improved independent living skills, transport, and other services and support
- Assist clients to work towards their goals and increase independence while modelling skills and behaviours which are appropriate to achieving those goals
- Ensure quality care is provided to Baptist Care SA clients which follows the Practice Framework and the Disability Pathways Service Delivery Model (SDM)
- Complete daily shift summaries and case notes to a high standard by completion of every shift, which meet organisational standards
- Work in accordance with any client positive behaviour support plans, including the use and reporting of any restrictive practices as authorised by Baptist Care SA
- Support the Service Delivery Coordinator in developing and reviewing holistic assessments and risk assessments for clients by providing feedback on client progress and outcomes as needed
- Maintains the client's accommodation to a high standard of cleanliness and liveability, reporting any concerns to the Coordinator or Team Leader of the placement as needed
- Complete client records such as case notes, detailed incident reports, behaviour reports, sleep diaries and other documentation as needed to a high standard
- Attend regular Care Team Meetings to discuss client care and progress with a view to continuous improvement of services for each client
- Attend training opportunities as requested to ensure working knowledge and mandatory requirements remain up to date
- Work flexibly across a 24/7 roster, including accepting short notice shifts to ensure continuity of care for clients
- Develop and demonstrate cultural responsiveness with all interactions with clients
- Administer medications accurately and provide assistance to clients to ensure that they take their medication as required and outlined within their care plan and according to doctors instructions
- Support clients with medication needs, including making and attending medical appointments with medical professionals
- Suggest alternatives to existing arrangements as needed to promote continuous improvement
- Under guidance, identify indicators of, and management techniques for client mental health and substance abuse issues and work with professionals as required
- Support clients in identifying appropriate ways of managing stress and strong emotions

Provide Client-Centred Service and Client Support

- Develop an enhanced working knowledge of client-centred approaches and the process of working with a client to identify their goals and aspirations
- Contribute to the practical implementation of client-centred care plans that include multiple service offerings/supports to meet a client's goals
- Develop understanding and demonstrate application of trauma informed care and positive behaviour support
- Work with Allied Health professionals to implement positive behaviour support plans and agreed therapies into daily practice
- Encourage clients to accept responsibility and negotiate consequences with the clients

- Develop skills to effectively manage and respond to difficult and/or challenging behaviours, situations or conversations
- Advocate for a client as needed to ensure that client safety and wellbeing needs are met
- Consult with emergency services where appropriate to ensure appropriate representation to meet the needs of the client

Team Collaboration

- Prepare for and attend group and 1:1 supervision to work on continuous learning and adherence to best practice.
- Role model behaviours consistent with a team culture of continuous improvement, knowledge sharing, resilience and collaboration.
- Communicate flexibly in an appropriate manner, adapting communication style to meet people's needs.
- Provide meaningful contribution of ideas and information within meetings and other team forums

Administration and Reporting

- Adhere to reporting, documentation and administrative requirements about changes in a client's achievements, goals, needs, self-care and/or behaviour
- Maintain appropriate receipts for client and placement spending
- Suggest changes to improve documentation, reports and administration within the context of the role
- Assist with implementing agreed changes within the work area
- Maintain appropriate notes and other documentation to a high standard
- Use relevant communications and technology systems to meet reporting and administrative requirements
- Complete organisational documents accurately, with appropriate detail to reflect and assist client-centred decision making

Personal Accountability and Self-Care

- Promote and adhere to Baptist Care SA policies & procedures and all relevant government legislation and standards
- Understand and interpret NDIS standards
- Model a professional approach to own accountability and influence others
- Guide others in the efficient use of resources and in meeting quality standards; assist in achieving compliance
- Take responsibility for own professional development and maintain appropriate professional knowledge in relevant legislation including NDIS standards, Restrictive Practices guidelines and other NDIS requirements
- Ensure that required mandatory certificates and other requirements or the role are current at all times
- Maintain a safe and healthy workplace
- Recognise own responsibility and assist others in the promotion of Baptist Care SA's image and reputation
- Be able to address and mitigate risk in own work

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.

- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member you must:

- Take reasonable care for your own and others' health and safety within the workplace;
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Equivalent to VET Certificate III in Individual Support (Disability), with relevant knowledge and experience.
- VET CERT IV in disability or Mental Health

The experience you bring

- Previous experience in working with vulnerable and at-risk clients with highly complex needs and disability

The competencies (knowledge, skills and behaviours) you bring

- Strong interpersonal skills with the ability to build rapport with clients and key stakeholders
- Excellent verbal and written communication skills.
- Ability to maintain discretion and confidential information.
- Demonstrated knowledge and understanding of the NDIS regulatory environment, including the NDIS Rules, Practice Standards and Code of Conduct

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/ WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID003)
- A valid NDIS Worker Screening Check

- Evidence of COVID-19 vaccinations including any booster requirements
- Ability and willingness to travel within South Australia as required
- Ability to work across a 24/7 roster
- A valid full South Australian drivers' license (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)

Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	1.0
Effective date:	1/07/2023	Review date:	1/07/2024