

See D!fferently.



POSITION DESCRIPTION

<u>TITLE:</u>	COMMUNITY SUPPORT WORKER
<u>DIVISION:</u>	COMMUNITY SERVICES
<u>APPROVED BY:</u>	EXECUTIVE MANAGER – OPERATIONS
<u>DATE:</u>	JANUARY 2023

MAIN PURPOSE

The focus and purpose of this role is to holistically support customers of the See Differently with the Royal Society for the Blind to reach their goals and enhance their quality of life. This occurs through a variety of planned, person-centred activities and the development and enhancement of independent living and social skills. They may also be involved in advocating on behalf of the people we support and providing other assistance where required.

PRINCIPAL ACCOUNTABILITIES

- This role is accountable for the delivery and continuous improvement of high-quality person-centred service to clients, within budget, aligned to See Differently with the Royal Society for the Blind Mission, Vision and Values.
- Community Support Worker is responsible for providing support services aimed at maximising the living, employment, social and recreational skills of customers of See Differently with the Royal Society for the Blind. Community inclusion, independence, decision making, and personal choice should be promoted through these supports, with a focus on individual needs.

Duties

- Provide personal support to the See Differently with the Royal Society for the Blind customer: - Develop and maintain a safe and professional relationship with the customer; Support the customer to develop independence; assist the customer to develop community skills by facilitating their participation in their chosen areas.
- Ensure that quality service is being delivered to the customer - Demonstrate an understanding of issues facing our customers; Empower the customer to

make informed decisions and choices; Demonstrate a commitment to Best Practice; Demonstrate an understanding of the Disability Service Standards and other essential industry standards; Encourage community participation and integration by the customer; Demonstrate a commitment to meeting the needs of the customer and upholding their rights regardless of personal values and attitudes; Ensure that all documentation and record keeping is completed and processed according to organisational Policy and Procedure

- Participate in the team structure - Attend and participate in team meetings providing feedback and contribute to team decisions; Participate in training and staff development as requested; Ensure consistency of approach with the customer
- Ensure that the rights, need and interests of the customer are addressed effectively - Understand the needs and experiences of the customer; Maintain effective relationships; ensure that the dignity, privacy, and confidentiality of the customer are always upheld, and that all information is stored in a secured location that complies with See Differently with the Royal Society for the Blind Policies and Procedures; Respect the right of the customer to make informed choices; Understand the current trends, issues and philosophies that underpin the provision of services.
- Contribute positively to the work of See Differently with the Royal Society for the Blind - Promote the work and profile of See Differently with the Royal Society for the Blind in the community; Contribute to consultations regarding policy and procedure development and operational aspects of support; Participate in quality assurance processes with a focus on continuous improvement, data collection, review, and monitoring; Uphold the sentiments of See Differently with the Royal Society for the Blind Mission and Vision Statements
- Ensure strong knowledge of all See Differently with the Royal Society for the Blind services and maintain awareness of all RSB activities and events, campaigns, and promotions.

Clinical Governance

The workforce comprises all personnel who are employed or contracted, including health practitioners, staff who provide clinical support and staff who have an indirect role in providing support to clients. This includes responsibilities to:

- Prioritise the provision of safe, quality support and services to clients every time.
- Provide support and services in accordance with evidence-based policies, procedures, protocols, and standards.
- Engage in ongoing learning, development, and performance reviews to develop and maintain skills and competence to be able to perform roles and responsibilities for clinical quality and safety.
- Speak up and raise concerns, including reporting incidents and risks relating to clinical quality and safety.

- Work to improve the quality and safety of clinical support, participate in improvement activities and contribute to a culture of respect, safety, transparency, accountability, teamwork and collaboration.

Organisational Compliance

- Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including Complaint Handling and Dispute Resolution.
- Ensure that you are aware of, understand and operate in accordance with See Differently's Human Resource (HR) policies and procedures, including (but not limited to), See Differently Code of Conduct and Resolution of Grievances.
- Ensure a sound knowledge of See Differently quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
- At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.
- Ensure adherence to privacy and confidentiality of information that conform to the requirements of See Differently and the Privacy Act when accessing client details.
- Undertake other duties as required by your Executive Manager.

Work Health and Safety

- Ensure you are aware of and comply with all work, health, and safety policies of the organisation relevant to your role.
- Report hazards in the workplace to your manager / coordinator and to make recommendations to management on how to reduce the level of risk.
- Avoiding adversely affecting your own health, safety and welfare or the health, safety, and welfare of any other person through any act or omission at work, or by the consumption of alcohol or drugs.
- Making proper use of available safety procedures, safety devices and personal protective equipment.
- Obey any reasonable instruction from your manager / coordinator aimed at protecting your health and safety whilst at work and carry out your roles and responsibilities as detailed in the relevant health and safety policies and procedures.
- Report all incidents and near misses to your manager / coordinator as soon as possible after the event, either in person or by telephone before submitting an incident report.

PERSON SPECIFICATION

Essential Criteria

- NDIS Worker Orientation Module Certificate.
- DHS Working with Children and Aged Care Sector Employment Screening
- NDIS Worker Screening clearance.
- Vocational qualification in disability or community services - Certificate III in Individual Support specialising in disability or a Certificate IV in Disability
- Relevant experience working with people with disabilities or in a related area/field, which demonstrates a positive commitment to the duties and responsibilities of a Community Support Worker as outlined above.
- Willingness to work as rostered /required on a roster. This could include shiftwork on a 7-day roster including weekend shifts and public holidays as required
- Ability to contribute ideas and demonstrate initiative and flexibility
- Demonstrated interpersonal skills with the ability to communicate and relate well to people we support
- The ability to work effectively as part of a team, good communication, interpersonal and organisational skills, plus a genuine and passionate commitment to the rights of people with a disability to enjoy fulfilled lives and valued roles within the community.
- Demonstrated client service focus and experience in a client service environment.
- Computer literacy, competent administrative and documentation skills
- Current Driver's License

Desirable Criteria

- Tertiary qualifications in Social Sciences, Community Services and/or experience in service delivery in the community services field
- Knowledge and skills in various methods of service delivery including case management, casework etc.

Professional Development

- Areas for improvement identified and addressed via planned and considered professional and personal development activities with staff trained in all relevant areas of operation.
- Training attended in mandatory requirements and non-mandatory training regularly reviewed and facilitated where necessary.

KEY PERFORMANCE INDICATORS

- All appointments and travel are recorded using Avantcare App to be claimed on a fortnightly basis.
- Client case note after every appointment - full compliance in recording all information relating to client records.
- Clients' requests are discussed with Service Partners Team Manager and Support Coordinators.
- Internal and external networks are established and maintained.
- Contribute to the development and delivery of services as directed by the Service Partners Manager and Support Coordinators.

As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ **Date:** _____

Manager's Name: _____

Manager's Signature _____ **Date:** _____