



POSITION:	Support Worker - Residential
STATUS:	As per contract
AWARD & SALARY:	Positions offer salary based on relevant section of Social, Community, Health and Disability Services Award. Salary Packaging in accordance with Public Benevolent Institutions applies.
PRIMARY LOCATION:	Warrnambool
REPORTS TO:	Coordinator Out of Home Care

ORGANISATIONAL CONTEXT

Mpower is a well-established, successful, accredited not-for-profit community-based organisation servicing the population in the south west of Victoria for over 40 years.

Over time the operation of Mpower has grown from a small voluntary service to an accredited agency employing more than 90 staff and providing a range of support services to over 800 families regionally. Mpower has experienced vast growth in past 3 years following the introduction of the National Disability Insurance Scheme (NDIS) and the expansion of other client services.

RESPECT

EMPOWERMENT

QUALITY

NEW LEARNING

PRIMARY OBJECTIVES

- As part of the Out of Home Care Team provide quality support services and programs for Out of Home Care participants with disabilities.
- Provide person centered and client-led services to all Mpower participants.
- Deliver trauma informed evidence-based practice and professional services for Mpower’s participants at all times.

KEY ACCOUNTABILITIES

KEY AREA	MAJOR ACTIVITIES (Tasks in relation to the area)	PERFORMANCE INDICATORS (How will success be measured)
Provision of trauma informed supports	<ul style="list-style-type: none"> • Provide direct support to participants of Mpower’s programs. • Assist the child, young person to meet all their personal care needs. • Ensure understanding of all client individual support needs (eg communication, mobility, personal care etc). • Support the clients in their daily living activities, life skills and personal growth. • Daily task will include cooking, cleaning, organizing appointments, activities, homework and supporting the children/young people in general wellbeing. • Encourage and support social interaction and independence amongst children/young people, appropriate to their age. • Provide support to the children/young people in a manner that is empathetic, understanding, non-judgmental and to create a positive and safe living environment. • Respond to challenging behaviours as required. • Communicate with other staff and coordinators in all programs. • Participate in regular supervision and an annual performance appraisal process. • Participate in shift work and sleepovers 	<ul style="list-style-type: none"> • Apply duty of care at all times. • Promote choice, active participation and skill development. • Be directly involved in activities for example community recreational activities, medical appointments, and school activities. • Administer medication according to the Mpower medication policy. • Use a trauma informed and family/person centered approach to working with children/young people. • Assist with the planning and organising of appropriate activities. • Contribute ideas for improvement to the Out of Home Care Coordinator. • Advocate for children/young person where required. • Undertake training as required. • Participate in team and agency meetings. • Contribute to risk management planning by identifying and reporting risks to Out of Home Care Coordinator. • Maintain confidentiality at all times. • Adhere to agency policy and procedures. • Other duties as consistent with the position as directed by the Out of Home Care Coordinator. • Practice Trauma Informed care with all Mpower OOHC children/young people.

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Teamwork	<ul style="list-style-type: none"> • Participate in team building activities/tasks such as team meetings • Actively contribute and support peers in order to obtain successful outcomes for the children/young people. • Work as part of an interdisciplinary team with a focus on trauma informed client-centered practice. 	<ul style="list-style-type: none"> • Regular attendance and contribution to OOHC team meetings. • Demonstrated performance and behaviours that is in line with organisational values, mission, vision and that the Code of Conduct is abided by at all times.
Stakeholder relationships	<p>Internal:</p> <ul style="list-style-type: none"> • Coordinator Out of Home Care • Executive Manager Community Services • Disability and Out of Home Care Teams • Other managers and staff <p>External:</p> <ul style="list-style-type: none"> • Participants, families and carers • DFFH • Community venues 	<ul style="list-style-type: none"> • Demonstrated strong professional relationships with colleagues • Ensure the agency is always represented in a highly professional manner and exhibit high standards of conduct across the agency and community • Demonstrated commitment to achieving the best possible outcomes for children/young person as evidenced by feedback.
Infection Control	<ul style="list-style-type: none"> • Ensure all practice is conducted in accordance with infection control policies, procedures, and standards 	<ul style="list-style-type: none"> • Adherence to infection control standards and legislative requirements at all time.
Code of Conduct	<ul style="list-style-type: none"> • Adhere to the DFFH guidelines at all times. Develop and maintain sound knowledge of and commitment to Mpower's policies and procedures. • Ensure that you engage in behaviour that treats other staff fairly, equitably, and not subject to any form of discrimination or harassment. • Demonstrate and abide by Mpower's core values: Respect, Empowerment, Quality, New learning. • Participate in promoting safe working environment. • Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our customers 	<ul style="list-style-type: none"> • Familiarity with and practice that is consistent with the DFFH guidelines and Mpower's Code of Conduct. • Be aware of and promote Mpower's policies and procedures. • Core Values are reflected in everyday behaviour. • Participation and compliance of all occupational health and safety policies and procedures. • Participants and families are always made to feel welcome and supported

RESPECT**EMPOWERMENT****QUALITY****NEW LEARNING**

SKILLS AND BACKGROUND REQUIREMENTS

Formal qualifications (Certifications and qualifications)

Required

- Cert IV in Child, Youth and Family Intervention. (or to be working towards this qualification)

Prior experience and desired skills

Desirable

- Certificate IV in Disability.
- Previous experience working in a DFFH funded service
- An understanding of the rights and needs of people who have disabilities and their families.
- Availability to work flexible hours eg) afternoons, sleepover, weekends and school holidays
- Commitment to teamwork.
- Be willing to learn about best practices in supporting children/young people with disabilities.
- Be able to adapt your style to your environment.
- Creativity, enthusiasm and willingness to be directly involved in activities.
- Experience with behaviours of concern is highly desirable.

Compliance Requirements:

- Driver's license
- Current First Aid and CPR
- NDIS screening check.
- Current employee Working with Children Check
- Compliance with a criminal background checks
- Carers Disqualification Check
- Covid 19 Vaccination Certificate.