

POSITION:	Support Worker
DEPARTMENT	Disability & Accommodation Services (DAS)
AWARD & CLASSIFCATION:	Social, Community, Home Care and Disability Industry Services Award Social and Community employee Level 1 or 2 dependant on qualification and experience. Salary Packaging in accordance with Public Benevolent Institutions applies.
PRIMARY LOCATION:	Warrnambool, Hamilton, Portland
REPORTS TO:	Coordinator Disability Supports/Coordinator Out of Home care
DIRECT REPORTS:	N/A
RISK ASSESSED CATEGORY:	Tier 1 – Everyday Multiple Contact

ORGANISATIONAL CONTEXT

Mpower is a well-established, successful, accredited not-for-profit community-based organisation servicing South west Vitoria. Established in 1975, the operations of Mpower have grown from a small voluntary service to an accredited agency employing in excess of 90 employee and on the eve of their 50th year provide a range of clinical and support services to over 1200 families regionally. Vast growth following the introduction and implementation of the National Disability Insurance scheme (NDIS) and expansion of community sector services has allowed Mpower to develop responsive and complimentary services in our local community.

RESPECT **EMPOWERMENT** **QUALITY** **CONTINUOUS LEARNING**

The Disability & Accommodation Services (DAS) Department currently provides residential care, home and living supports, assistance with daily living supports, skills development and community participation supports to people with a disability. Case practitioner supports are also provided to enable the transition of children and young people from residential care to more appropriate care and independence.

PRIMARY OBJECTIVES

Support Worker's primary objectives is to provide high-quality support services and programs for participants with disabilities and/or impacts of trauma. The role focuses on delivering person-centred and client-led services, ensuring that all Mpower participants receive care tailored to their individual need. A commitment to evidence-based practice and professional service delivery is essential to achieving positive outcomes for participants in alignment with Mpower's quality framework, values and standards.

Support Workers work across both Disability Support, Out of Home care and other applicable programs, differing safety screening requirements and qualifications are in place for differing programs. All Support Workers will meet safety screening requirements to work across all DAS programs and service areas. All Support workers will have a training plan relating to their capacity to work across all DAS programs and service areas.

KEY ACCOUNTABILITIES

KEY AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS (How will success be measured)
Service delivery	• Provide high quality physical and emotional care to children, young people and adult in Mpower's care, ensuring their safety and wellbeing • Maintain currency and understanding of all clients and individual support needs (mobility, communication impact, personal care, behaviors) at all times and specifically prior to care/shift. • Encourage and support social interaction and independence amongst clients and participants, appropriate to applicable care plans. • Respond to challenging behaviors appropriately and as required. • Communicate any protective concerns regarding children and young people immediately with Coordinator or on call (if after hours), completing shift notes and incident reports in line with Mpower's commitment to Child Safety and Policies and Procedures • Adhere to all relevant client care, behavioral management and after hour's safety plans	• High client satisfaction, positive feedback and low rate of preventable incidents related to safety and wellbeing • Demonstrated knowledge and understanding of each client's specific support requirements evidenced via communication, shift notes, handover and other appropriate indicators • Client engagement in activities and independent task are recorded in shift and client notes highlighting effective support • Adherence to behaviour management plans and positive documented outcomes • Timely reporting of concerns to Coordinator, supported by accurate shift notes and incident reports, reflects adherence to child safety protocols • Complete and precise documentation in the Client Management System ensures accountability and progress tracking. • Household tasks and operational requirements are met consistently as part of daily responsibilities. • Opportunities for clients to connect with family and friends are documented, with positive feedback from clients.

	• Maintain accurate recording of administered medication, behavior, achievements and milestones, using all aspects of Client Management System • Participate in day-to-day operations, which include performing specific household duties • Provide opportunities for children and young people to maintain contact with family members, friends & significant others, if appropriate. • Participate applicable rotating shift work and sleepover roster fostering flexibility where possible • Complete compliance and routine task as provided for at work location or as directed by Coordinators	• Compliance with the roster and readiness to cover shifts as needed show flexibility and commitment • Completion rates and regular updates from Coordinators reflect adherence to assigned tasks and compliance requirements.
Administration and Documentation	• Maintain records of expenditure providing statement and receipts to Finance Operation Department in line with Financial Management policies, delegations and approvals • Ensure all relevant program planning, documentation, evaluation and reporting are completed in a timely manner • Complete risk assessments and all compliance related activities as required	• Expenses and receipts are added to Hubdoc or applicable process within 24 hours or transaction inclusive of additional details • All program, with through documentation and evaluations aligning with required standards related tasks are completed on schedule • Compliance registers entries align with scheduled, direction and completion of tasks
Organisation Development and Teamwork	• Support and contribute to continuous quality improvement where appropriate and requested • Contribute to program development and ensure adherence to the relevant legislation, standards and internal policies and procedures • Demonstrate a responsibility for your own health and safety, and health and safety of others • Participate in employee engagement, professional development and training in line with position and organisational objectives • Participate and complete Supervision, Annual Performance Appraisal in line with policies and procedure and debriefing where provided	• Positive engagement and communication with colleagues to ensure a positive workplace culture • Training and development are undertaken as required • Tasks undertaken are underpinned by the strategic goals of the organisation • Positive and meaningful Supervision, and Annual Performance Appraisal completed with Primary Manager using the frameworks in place • Reporting of any OH&S or incident reports

	• Undertake and ensure currency of all mandatory training, certifications, and licences including specific compliance items for this position • Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally. • Promote effective team communication and development by working professionally and cooperatively with all internal and external stakeholders to achieve program and client objectives	
Employee Conduct and Expectations	• Adhere to the Code of Conduct including NDIS Code of Conduct • Develop and maintain sound knowledge of and commitment to Mpower's policies and procedures. • Ensure that you engage in behaviour that treats other employee fairly, equitably, and not subject to any form of discrimination or harassment. • Demonstrate and abide by Mpower's core values: Respect, Empowerment, Quality and Continuous learning. • Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our customers.	• Consistently demonstrates actions that align with the applicable codes of conduct • Be aware of and promote Mpower's policies and procedures. • Core Values are reflected in everyday behavior. • Participation and compliance of all occupational health and safety policies and procedures. • Participants and families are always made to feel welcome andsupported.
Stakeholder relationships	**Internal:** • DAS Coordinators • Client Engagement • Administration, Assets and Facilities personnel • People & Culture • All other employees as appropriate **External:** • Clients and carers • Consultants and contractors • Department of Health and Human Services • NDIS • Industry bodies and representatives	• Demonstrated strong professional relationships with internal customers as evidenced by feedback received in Reviews, Annual Performance Appraisals and feedback • Provide feedback to all key stakeholders, when relevant and requested, that foster a constructive and high-performance culture

SKILLS AND BACKGROUND REQUIREMENTS

- Disability Services – Cert III Individual support, or working towards (mandatory) Cert IV Disability (desirable)
- Residential Care – Cert IV Child, Youth and Family Interventions or Cert IV in a relevant field with additional CYFI top up units
- An understanding of the rights and needs of individuals who have disabilities and their families
- Availability to work flexible hours e.g. afternoons, sleepover, weekends and school holidays
- Demonstrated willingness to learn about best practices in supporting individuals with disabilities
- Creativity, enthusiasm and willingness to be directly involved in activities
- Experience in application of best practice management of behaviours of concern
- Ability to contribute to a child and young person's safety, wellbeing and environment

Compliance Requirements:

- Working with Children Check
- Compliance with a criminal background checks
- Compliance with immunisation requirements
- Driver's license
- Current First Aid and CPR
- Child Safe Standards

SIGNATURES: We certify that the contents of this position description are a true and accurate reflection of this role:

Employee:	Date: / /	Signature:
Manager:	Date: / /	Signature:
Manager People & Culture:	Date: / /	Signature: