

POSITION:	Lead Support Worker – Residential Care
STATUS:	Full Time or Part Time
AWARD & SALARY:	Social, Community, Home Care and Disability Industry Services Award Social and Community employee Level 3 dependent on qualification and experience + Allowance Salary Packaging in accordance with Public Benevolent Institutions applies.
PRIMARY LOCATION:	Warrnambool, Hamilton, Portland
REPORTS TO:	Coordinator Programs and Disability Supports/ Coordinator Residential and Disability Supports
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 Victoria. Mpower has been providing a range of services to individuals and families for over 50 years. Over time, the operation of Mpower has grown from a small voluntary service to an accredited agency employing more than 95 staff and providing a range of support services to over 1200 families regionally. Mpower has experienced vast growth over the past five years, following the introduction of the National Disability Insurance Scheme (NDIS) and the expansion of other community and client services.

PRIMARY OBJECTIVES

The Lead Support Worker is a member of the Disability and Accommodation Department.
The Disability and Accommodation Services Department currently provides home and living support, assistance with daily living support, skills development , meeting participant goals and community participation support to people with disabilities.

This role will provide quality support services and programs for participants with disabilities to ensure their individual goals are met through the delivery of quality person-centered, trauma informed and client-led services.

The primary objectives of the role include:

- Provide leadership and direction to support workers within the team and within shifts.
- Ensure all assigned administrative tasks during shifts are completed accurately. Possible a few hours when required for admin support with programs.
- Deliver high-quality person centered and client- led services to all Mpower participant with disabilities and/or impacts of trauma.
- Ensure that evidence-based practice and professional services are always delivered to all Mpower participants/clients.
- Responsible for delivery of care tailored to the individual needs of each participant/client.
- Responsible for achieving positive outcomes for participants/clients in alignment with Mpower's quality framework, values and standards.

KEY ACCOUNTABILITIES

KEY AREA	MAJOR ACTIVITIES (Tasks in relation to the area)	PERFORMANCE INDICATORS (How will success be measured)
Provision of Support	• Provide leadership and direction to other support workers within each assigned shift. This includes ensuring all relevant shift documentation and administrative tasks are completed accurately and recorded in Mpower's client management system in use (MYP). • Lead and actively participate in a handover process either with other support workers or with the relevant DAS Coordinator. • In collaboration with the DAS Coordinator provide input to program/service planning when requested. • Provide high quality physical and emotional care to children, young people and adults in Mpower's care, ensuring their safety and wellbeing. • Liaise with the relevant Coordinator and act as the point of contact with client/ participant when there is no show. • Initiate discussion with support workers if participant/support worker ratios have changed and liaise with the respective DAS Coordinator. • Maintain currency and understanding of all clients and	• High client satisfaction, positive feedback and low rate of preventable incidents related to safety and wellbeing demonstrated through client feedback and service reviews • Demonstrated knowledge and understanding of each client's specific support requirements evidenced via communication, shift notes, handover and other appropriate indicators. • Demonstrated commitment to providing effective leadership during shifts and handover process evidenced through positive client outcomes and effective continuity of care. • Demonstrated client engagement in activities and independent task recorded in shift and client notes highlighting effective support. • Demonstrated adherence to behaviour management plans and individual support plans resulting in positive outcomes for clients documented. • Timely reporting of concerns to Coordinator, supported by accurate shift notes and incident reports, which reflects adherence to child safety protocols. • Complete and precise documentation in the Client

	individual support needs (mobility, communication impact, personal care, behaviors) always 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, behavioural management and after hour's safety plans. • Maintain accurate recording of administered medication, behaviour, achievements and milestones, using all aspects of Client Management System. • Participate in day-to-day operations, which include performing specific household duties such as ensuring the program sites are clean and tidy at the end of each program. • Provide opportunities for children and young people to maintain contact with family members, friends & significant others, if appropriate. • Participate in a 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 • Ensure all practice is conducted in accordance with infection control policies, procedures, and standards • Advocate for participants for their rights of freedom and choice • Maintain Safety Standards across all programs • Complete any other tasks as directed by Management in a timely manner	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. • 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. • Demonstrated adherence to infection control standards and legislative requirements at all times.
Administration and Documentation	• Ensuring all incidents are accurately reported to the DAS Coordinator and documented before the end of each shift (Make it clear that not only their shift notes and incident reports are done but also everyone on the shift)	• Expenses and receipts are added to Hubdoc or applicable process within 24 hours or transaction inclusive of additional details • All programs, with thorough documentation and evaluations

	• Maintain records of expenditure providing 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 and directed by DAS Coordinator.	aligning with required standards related tasks are completed on schedule • Compliance registers entries align with scheduled, direction and completion of tasks
Effective 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. • Contribute and lead in staff meetings • 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 all Supervision, Annual Performance Appraisal in line with policies and procedure and debriefing where provided • 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. • Engage in behaviour that treats other employees 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 clients/participants.	• 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 Supervisor using the frameworks in place. • Reporting of any OH&S or incident reports
	Internal: • DAS Coordinators	• Demonstrated strong professional relationships with internal and external stakeholders as evidenced by feedback received

Impactful Stakeholder relationships	• Client Engagement team • 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	in Reviews, Annual Performance Appraisals and feedback. • Provide feedback to all key stakeholders, when relevant and requested, to foster a constructive and high-performance culture.
Thriving Organisation	• 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 employees 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. • Mpower 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 and supported.

SKILLS AND BACKGROUND REQUIREMENTS

Formal qualifications (Certifications and qualifications)
Required

- Certificate IV in Disability or Cert IV in Child, Youth and Family Intervention. (or working towards either of these qualifications)

Prior experience and desired skills
Desirable

- Cert IV in Child, Youth and Family Intervention
- Previous experience working in an NDIS funded disability service
- An understanding of the rights and needs of people who have disabilities and their families.
- Availability to work flexible hours e.g. afternoons, sleepover, weekends and school holidays
- Commitment to teamwork.
- Be willing to learn about best practices in supporting individuals 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
- Current employee Working with Children Check
- NDIS Worker Screening Clearance
- Applicable Vaccination Requirements

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

Employee: Signature: Date:

Manager: Signature Date: