



West Wimmera Health Service

Position Description

Position:	Support Worker
Location:	Various locations across WWHS Catchment
Reporting to:	Community Packages Manager
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Level:	Dependent on skills, qualifications and experience
Position Overview:	Provision of in-home and community based supports which enable people to maintain and/or increase their independence.

Key Selection Criteria:

1. Effective communication and organisational skills
2. Commitment to principles of empowerment, inclusion, choice and control when supporting people to maximise their independence, and participate in community life.
3. Current First Aid Certificate
4. Victorian Driver's Licence
5. Worker screening clearance – police check, working with children check and DWES (Disability Worker Exclusion Scheme)

(To be rostered in Community Aged Care there is also a minimum qualification requirement of Certificate 3 in Aged Care)

Desirable selection criteria:

1. Qualification (Certificate or above) in Aged Care, Disability, Individual Support, Community Services or equivalent field
2. Previous experience working in a community or residential aged care or disability setting.

Key responsibilities:

1. To provide support services for individuals receiving community based support packages, including Traffic Accidents Commission (TAC) clients, National Disability Insurance Scheme (NDIS) participants and/or community aged care Home Care Packages (HCP) clients.
2. Assist clients/participants to achieve their individual goals, as outlined in their Support Plan or Care Plan.
3. Promote positive community attitudes in relation to disability, ageing and inclusiveness.

Statement of duties:

Professional Practice:

- Assist clients/participants to achieve their individual goals, as outlined in their Support Plan or Care Plan.
- Complete all documentation as required, including daily support logs and progress notes.
- Undertake Key Worker responsibilities for specific clients/participants if allocated this role.
- Awareness of client Rights and Responsibilities, including awareness of how to access advocacy services and how to make a complaint or provide feedback.

- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings
- Adhere to the West Wimmera Health Service Confidentiality Policy, including signing the Confidentiality Compliance Statement.
- Work in accordance with West Wimmera Health Service’s Code of Conduct and demonstrate commitment to the Service’s core values.

Quality & Safety:

- Ensure compliance at all times, with mandatory education competencies and Occupational Health & Safety, and Environmental Management requirements in accordance with WWHS policies and protocols.
- Participate in relevant quality improvement activities as directed by the Community Packages Manager.

Communication:

- Ensure effective and open lines of communication with other support workers, clients/participants, families and carers and WWHS management staff.

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Key working relationships:

Internal: Community Packages Manager, WWHS Support Workers, WWHS Community Packages coordination and rostering staff.

External: Community organisations, general public, families and carers, advocates.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Signature:	Signature:
Support Worker	Executive Director of Community Health
Date:	Date: