

POSITION DESCRIPTION

Position Title:	Support Worker
Department:	Disability Services
Location:	Royal Rehab Ryde, NSW and/or other Sydney Metropolitan areas.
Level:	Support Worker, Level 2, Pay Point 4

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category B
Online Driving Record Check required:	Yes

Position Purpose:
Royal Rehab, <u>Lifestyle Support- Disability Services</u> provides supported accommodation and drop-in support for people with a disability.
The Support Worker (SW) role is essential in providing person centred care and supporting people to have a great life. The role focuses on promoting independence and fostering capacity building. The SW ensures that clients receive services of the highest possible standard, based on their Person Centred Plans which have been developed with the full participation of the client and/or person responsible (as appropriate) and best use of available resources. The SW focuses on supporting the person across a variety of settings including home, work and community activities.
Your particular role may include:
<ul style="list-style-type: none"> • Working in a dynamic and innovative environment • Complex physical care • Supporting people with cognitive impairments. • Working with a positive approach to challenging behaviours
The Service's objectives are for clients to:
<ul style="list-style-type: none"> • Live independently, safely and participate in the community with appropriate levels of support • Be treated with respect and dignity • Maximise their independence as much as possible at home and in the community

Organisation Context:
Royal Rehab is a rehabilitation and disability support network of services for people with newly acquired injuries and people with a disability. Lifestyle Support provides the Disability Support Services at Royal Rehab. Successful applicants will be joining the Lifestyle Support team to provide a collaborative and dynamic service.



Organisational Relationships:	
Reports to:	Service Manager and Operation Manager
Responsible for:	N/A

Performance Review & Development Planning:	
Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter	

Qualifications, Skills & Experience:	
Essential	
• Demonstrated ability to provide Support Worker services (e.g. personal care; domestic assistance, home maintenance) to people with disabilities.	
• Willingness to support clients with cognitive and/or challenging behaviours.	
• Ability to work with practitioners from a range of disciplinary backgrounds to implement rehabilitation/support programs.	
• Sound written and verbal communication skills	
• Demonstrated ability to communicate appropriately and effectively, in both written and verbal forms with people at all levels of the organisation, external agencies/and clients.	
• Ability to follow verbal and written instructions.	
• Current NSW unrestricted drivers licence.	
• Current First Aid Certificate.	
• Basic computer skills, including the use of relevant applications such as those in the Microsoft Office Suite, search engines and communications software (e-mail).	
Desirable	
• Qualifications relevant to Disability Support Services, Diploma in Community Service or Certificate III in Disability.	
• Experience in working with people with disabilities, in particular, with people who have a range of functional abilities and complex support needs.	
• Customer Service Experience	

Key Internal & External Relationships:	
Internal	Clients, Employees, Service Managers, Operation Managers, General Manager, Educator, Workforce Coordinator.
External	The clients home and community connections, Agency Staff Members, Visitors, LTCS Case Manager, ADHC Project Managers & Official Community Visitors

Delegations/Authority	
Budget	N/A

Financial Delegations	As defined by the Delegations Authority policy
-----------------------	--

Key Responsibility Areas	
Key Area of Accountability	Specific Tasks and Responsibilities
Customer Service	<ul style="list-style-type: none"> Applies the person-centered approach when working with clients to explore and resolve a variety of their complex needs and expectations. Deals regularly with internal and external professionals and related organisations. Models a flexible and creative customer service approach. Has comprehensive knowledge of supports and services available internally and externally. Suggests alternatives and organises referral. Promotes diversity awareness and confidentiality aspects. Understands relevant stakeholder relationships and the importance of these to the organisation. As an ambassador for Royal Rehab, assists with building and maintaining positive stakeholder relationships. Assists in the promotion of own organisation's image and reputation.
Organisational Knowledge	<ul style="list-style-type: none"> Has a good understanding of Royal Rehab values. Has a good understanding of Royal Rehab's goals, objectives and strategies. Has a sound understanding of the impact and interaction of services/programs/teams on other Royal Rehab services. Broad working knowledge of all relevant standards and legislation. Has a sound understanding of Royal Rehab policies and procedures.
Leadership	<ul style="list-style-type: none"> Work is closely supervised and complies with specific detailed instructions and work practice requirements. Learns accountability requirements in own role. Develops an understanding of how work practices impact on costs.
Teamwork	<ul style="list-style-type: none"> Learns to work cooperatively with team members and share information and ideas. Is motivated to, and develops the capacity to, apply a sustained disciplined approach to maintaining high quality care and straightforward support for clients. Learns to schedule own work and meet agreed benchmarks and timeframes. Learns to contribute to work planning and team goals.
Communication & Relationships	<ul style="list-style-type: none"> Takes routine enquiries and obtains basic facts in a timely manner including the use of information technology. Learns to apply basic conflict resolution procedures inside and outside Royal Rehab.
Innovation & Creativity	<ul style="list-style-type: none"> Is open to change and is willing to assist others. Recognises opportunities for errors/discrepancies within own work, and seeks assistance from immediate supervisor to resolve. Develops capacity to recognise non-conformity in processes. Reports non-conformances to team leader. Learns to apply Royal Rehab quality systems
Qualifications & Experience	<ul style="list-style-type: none"> Completed Yr12 high school or equivalent. Qualifications & Experience relevant to Disability Support Services or working towards.
Daily Support	<ul style="list-style-type: none"> Assistance with personal care (e.g. feeding, drinking, toileting, personal hygiene, grooming and dressing) and personal administration (e.g. personal correspondence). Supporting people with domestic tasks such as cooking, cleaning, shopping and similar tasks involved in everyday operation and maintenance of a household. Facilitating engagement and access to social and vocational activities, as well as supporting community access through transport and mobility.

	<ul style="list-style-type: none"> Includes the performance of routine garden/home maintenance for the purpose of upkeep and to ensure safe and easy access for the individual. Includes services required to allow the person to enter and remain at school or other educational facility. Includes services required to assist the person maintain employment.
--	---

GENERAL RESPONSIBILITIES	
Work Health and Safety	<p>Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> Ensure that all potential hazards, accidents and incidents are identified and notified Ensure your own safety and that of others
Equity and Zero Tolerance to Bullying, Harassment and Discrimination	
<p>Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab it is your responsibility to:</p> <ul style="list-style-type: none"> Deal with others in a fair and equitable manner free from harassment and discrimination Ensure that a working environment free from sexual or any other harassment is recognised as a basic right 	
Principles of Multiculturalism	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required Abide by the principles of the Multiculturalism Act 2000 Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility 	
Code of Conduct	
<p>Royal Rehab requires a professional standard of behaviour from staff which:</p> <ul style="list-style-type: none"> Demonstrates respect for the right of the individual and the community Promotes and maintains public confidence and trust in the work of the Centre <p>The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information</p>	
Safety & Continuous Quality Improvement	
<p>All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.</p>	



Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine in all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

Smoke Free Policy

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Policies and Procedures

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

Job Demands Checklist

Frequency Definitions

O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more than 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands

Frequency

O	F	C	R	NA
----------	----------	----------	----------	-----------

Physical Demands		Description	O	F	C	R	NA
Kneeling/squatting		Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels		✓			
Leg/foot movement		Tasks involve use of leg and or foot to operate machinery		✓			
Hand/arm movement		Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting				✓	
Bending/twisting		Tasks involve forward or backward bending/twisting at the waist			✓		
Standing		Tasks involve standing in an upright position without moving about		✓			
Driving		Tasks involve operating any motor powered vehicle	✓				
Sitting		Tasks involve remaining in a seated position during task performance	✓				
Reaching		Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended			✓		
Walking/running		Tasks involve walking or running on even surfaces					✓
		Tasks involve walking on uneven surfaces			✓		
		Tasks involve walking up steep slopes	✓				
		Tasks involve walking down steep slopes	✓				
		Tasks involve walking whilst pushing/pulling objects			✓		
Climbing		Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	✓				
Working at heights		Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground		✓			
Lifting/carrying		Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands			✓		
	1)	Light lifting/carrying 0-9kg			✓		
	2)	Moderate lifting/carrying 10-15kg		✓			
	3)	Heavy lifting/carrying 16+kg		✓			
Restraining		Tasks involve restraining clients/clients, others	✓				
Pushing/pulling		Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking			✓		
Grasping		Tasks involve gripping, holding, clasping with fingers or hands			✓		
Manual dexterity		Tasks involve fine finger movements i.e. keyboard operation, writing			✓		
Sensory Demands		Description	O	F	C	R	NA
Sight		Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations			✓		
Hearing		Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell		Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste		Tasks Involve the use of taste as an integral part of task performance					✓
Touch		Tasks involve the use of touch as an integral part of task performance	✓				

Psychological Demands		Description				
	Tasks involve interacting with distressed people			✓		
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited				✓	
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals		Description				
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal		✓			
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics	✓				
Working Environment		Description				
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight			✓		
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room	✓				
Confined spaces	Tasks involve working in confined spaces					✓
Accident Risk		Description				
Surfaces	Tasks involve working on slippery or uneven surfaces	✓				
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping				✓	
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling				✓	
Noise	Tasks involve working in a noisy environment	✓				
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light					✓
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids	✓				
Other Issues		Description				
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment	✓				
Safety critical issues	Tasks involve responsibility for safety of others	✓				

Document Control (Hiring Manager use only)

Effective Date: March 2022

Authorised By: General Manager

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

Name

Signature

_____ / _____ / _____
Date