

## POSITION DESCRIPTION

# **SUPPORT WORKER**

## **-PPT & CASUAL-**

Classification:	Level 2
Immediate Supervisor:	Team Leader
Location:	At various client locations

### OVERRIDING OBLIGATION:

Nexus expects that all staff will accept and honour the obligation imposed by their personal and professional duty of care to clients.

## FUNCTION:

Provide physical, emotional and social support to clients as a member of the support team.

Implement training programs with clients which enhance independent living skills.

Ensure that clients are treated with dignity and have their rights safeguarded and, where services are delivered within the client's home, assist in maintaining a safe home like environment.

Work within the philosophy of Nexus to achieve the highest possible standard of care and support for clients.

## PRIMARY TASKS:

### a. Client Care

1. Provide encouragement, training, assistance and support to clients for their personal care such as bathing, toileting, dressing, eating.
2. Provide encouragement, training, assistance and support to allow clients to complete domestic duties such as housekeeping, cooking, cleaning, laundry and gardening.
3. Provide encouragement, assistance and support to clients in their recreation and leisure activities.
4. Provide social interaction and emotional support to clients.
5. Accompany clients, when required, in a range of activities to promote maximum physical and social participation into community life.
6. Administer prescribed medication in accordance with established policies and guidelines.
7. Provide transport for clients as required.
8. Complete general domestic and maintenance duties.
9. Such other duties as may be allocated from time to time.

b. Organisational

1. Encourage and assist clients in planning meals, personal budgets and day to day decision making.
2. Organise time and workload to maximise productivity and clients care in the time available.
3. Use all equipment and supplies appropriate to complete duties properly and economically to minimise wastage and/or abuse.

c. Safety

1. Maintain a safe environment for clients.
2. Report and document incidents in accordance with the policies of Nexus.
3. Implement correct fire safety procedures.
4. Ensure personal work practices are safe and comply with industry WHS guidelines and standards.

d. Communication

1. Communicate with clients using recommended procedures which encourage choice and decision making.
2. Monitor clients' general physical condition and report changes.
3. Report and record significant daily events for clients as required.
4. Maintain client and organisation confidentiality including:
  - clients' medical and social history
  - information told in confidence.
5. Display respect, empathy and understanding towards clients, their families and friends at all times.
6. Participate as a member of the support team in the implementation of clients' personal training and support plans.
7. Interact and communicate with other support team members in the interests of the clients and of achieving a consistent approach to service provision.
8. Keep appropriate records regarding expenditure of funds in accordance with Nexus policies and practices.

PROFESSIONAL:

1. Adopt the philosophy of Nexus, work towards its achievement and maintain best practice standards at all times.
2. Ensure continued participation in own self development.
3. Support and implement the service standards.
4. Promote a positive image of Nexus.

LEVEL OF RESPONSIBILITY:

1. Accountable for the standard of personal care and training delivered to clients.
2. Support and implement policies and procedures of Nexus.
3. Monitor and report changes in clients' wellbeing.
4. Maintain client, family and organisational confidentiality.
5. Maintain a safe and clean environment for clients.
6. Facilitate development of clients' basic life skills and foster community participation.
7. Accountable for correct expenditure and maintenance of records for expenditure of client funds.
8. Ensure correct administration of medication.
9. Act appropriately at all times and be a role model for clients.
10. Adhere to support plans developed for clients by health professionals.

DIRECTION/SUPERVISION RECEIVED:

This position reports directly to the Team Leader.

As part of the support team, may operate individually according to established practices and procedures. Assistance is available at any time from the Team Leader or any senior staff member.

## KNOWLEDGE AND SKILL (SELECTION CRITERIA):

1. Ability to relate to clients as participating members of society whilst respecting their level of knowledge and skill.
2. Effective communication skills, including written, verbal and non-verbal.
3. An understanding of the implementation of the NDIS, including the impact on clients, their families and the community.
4. The ability to manage emergency situations and stress.
5. Demonstrated positive approach to the rights of people with disabilities.
6. Ability to assist in the implementation of training programs for clients.
7. Current drivers' licence, National Police Check (no more than 6 months old) and Working with Vulnerable People Card.
8. Formal qualifications in Disability and/or experience in direct service delivery to people with disabilities (Desirable).
9. Current first aid/CPR certificate, assist clients with medication certificate, manual handling certificate, fire safety certificate (Desirable).