



House  
with No  
Steps

## SUPPORT WORKER – POSITION DESCRIPTION

*Let's Go!*

**Our Vision** – inclusive communities which respect, value and empower all people with a disability

**Our Purpose** – we help people with a disability live a great life

**Our Values** – Empowerment, Respect, Inclusion, Commitment, Achievement

**Reports to:** Support Manager

**Direct Reports:** NIL

**Level:** DSD2 - NDS Workforce Capability Framework

**Supports:** Individuals with a disability and their families/carers

**Date Prepared:** September 2016

### **Context**

As one of Australia's leading providers of disability services, we are dedicated to human rights and to ensuring individuals with a disability have greater choice, control, and freedom over their lives. We aim to provide professional services, advice, and support for individuals and their families that is community-based, dignified, person-centred and reflects the individual needs, preferences and skills of people with disabilities and those who support them. Our goal: to be a trusted partner, helping to create a more independent life for people, now and in the future.

Support Workers play an integral role in the success of our services and the achievement of our vision, mission and organisational objectives. They recognise the right of people with disabilities to inclusion, participation and self-determination. Their personal values align with those of House with No Steps (HWNS) and this is demonstrated in their work on a daily basis.

Support Workers key relationships are with customers, families, carers and with other Support Workers, Team Support roles and Support Managers.

### **Primary Objectives**

- Support Workers are directly responsible for the day to day support, and personal development of customers accessing services operated by HWNS.
- Support Workers ensure that they support customers to be at the centre of their decision making and enable them to achieve the desired outcomes of their plans, goals and aspirations in partnership with their families and carers.
- Support Workers ensure that supports are provided in accordance with the National Disability Services Standards and other relevant legislation, and are active in advocating the rights of people with a disability.

## **Key Accountabilities**

- To plan and regularly review with customers identified goals and plans which contribute to a life of meaning for that individual and which extends their community integration.
- To support the development and implementation of plans supporting a person-centred approach and contribute to the review of the customer's progress.
- To develop appropriate, supportive working relationships with customers and their families/carers.
- To provide support which reflects the Disability Services Standards, legislative requirements, funding objectives, plans and goals and to report any potential breaches to HWNS management.
- To actively promote HWNS Vision, Mission and Values in everyday work and in the community.
- To follow, contribute and work in a culture committed to continuous improvement.

## **Core requirements of the job holder**

- Possesses a practical general knowledge of a human rights based approach.
- Develops general knowledge of and can offer person centred active support.
- Applies positive customer service principles.
- Understands relevant stakeholder relationships and the importance of these.
- Works positively and collaboratively with team members.
- Follows HWNS policy and practice manuals and code of conduct.
- Follows and implements workplace health and safety guidelines and instructions.
- Works under regular supervision reporting progress and outcomes.
- Organises own work, manages time and contributes to work planning.
- Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner.
- Demonstrates confidentiality and diversity awareness.
- Undertakes administrative tasks necessary for the role including maintaining appropriate documentation and the use of HWNS systems.
- Takes on board, accommodates and accepts feedback.
- Adopts personal accountability in own role and reports concerns/incidents or breaches in practice.
- Role models dignified and respectful interactions with members of the broader community.
- Resolves routine problems.
- Uses relevant technology to develop resources.
- Shows commitment to ongoing skills development.
- Works effectively with volunteers.
- Actively adapts, accepts and is willing to change within the context of the job role and wider organisation or community changes.

