




Hills Community Options

Position Description

COMMUNITY SUPPORT WORKER		
Award	Social, Community, Home Care and Disability Services industry Award 2010	
Fixed/Continuing	Continuing	Probation period: 6 months
Level	2.1	Work base: Any HCO Site
Reports to	Coordinator Community Support	Direct reports : no's vary
Delegated Authority	N/A	
Context	<p>Hills Community Options Inc. is committed to ensuring that the Values of the association are upheld through the provision of a professional, client centred service by:</p> <ul style="list-style-type: none"> • Valuing the uniqueness of the individual • Promotion of community inclusion • Promotion of social equality, encompassing the following principles • Provision of a continuous learning environment for all 	
Position Objectives	To assist with the facilitation, planning and development of various small programs which provide people with intellectual disability the opportunity to connect with their community, build their social networks and develop their skills.	
Key Responsibilities	<ul style="list-style-type: none"> • Work in cooperation with the Coordinator Community Support to support staff to develop an environment that supports client needs, aspirations and skills. • Provide Person Centred Active Support for clients, in a manner that allows for fullest client expression of their individual choice and preference. • To provide administration to support Small Programs activities. • Any other duties commensurate with your level and skill set 	
Key Working Relationships	Internal	<ul style="list-style-type: none"> • Finance and Operations Teams • Level 1 2 & 3 Support Staff
	External	<ul style="list-style-type: none"> • Clients
Special Conditions	<ul style="list-style-type: none"> • Successful DCSI screening and background checks • Out of hours working as required • Hold a current SA driver's license 	
KEY RESULT AREAS		
Leadership, Support and Encouragement	<ul style="list-style-type: none"> • Be a positive role model for staff and clients Encourage staff to utilise their specific skills and understandings to benefit clients. • Ensure an environment whereby all clients are given the opportunity to express their own needs and aspirations whilst recognising the preferences of others • Ensure staff comply with organisational values and practices consistent with policies & procedures and evidence based practice to which the organisation adheres to • Work cooperatively with Coordinator Community Support to supervise Small Programs' staff and ensure that staffing levels meet client needs 	

Client Support	<p>The Senior Support worker will support staff to:</p> <ul style="list-style-type: none"> • Support client involvement in community activities which enhance quality of life through the provision of individually appropriate physical, emotional, recreational and social supports and networks • Maintain sound organisational practices which maximise outcomes for clients • Initiate a sense of responsibility on the part of clients in developing skills in planning and implementing activities on an individual basis • Assist clients to build sustainable relationships with others participating in the program and within the community
Administration & Program Development	<ul style="list-style-type: none"> • Work cooperatively with Coordinator Community Support to coordinate the day to day duties associated with Small Programs including: <ul style="list-style-type: none"> ○ Facilitation of planning sessions and development/distribution of program ○ Supporting clients to make activity bookings ○ Filing and collating of client and program information • Work in conjunction with the Coordinator Community Support and Manager Client Services to review Small Programs processes and amend as required • Regularly report to the Coordinator Community Support about the state of Small Programs
CORE CAPABILITIES	
Communication	<ul style="list-style-type: none"> • High level of communication skills written and verbal • Keep accurate and complete records in accordance with HCO's policies and procedures • Communicate in a manner that is consistent with HCO values
Service Improvement	<ul style="list-style-type: none"> • Provide ideas for improvement and constructive input into change initiatives • Regularly review own work practices to identify areas for improvement • Take personal responsibility to resolve enquiries, requests or complaints specific to the role in accordance with HCO's policies and procedures
Flexibility and Adaptability	<ul style="list-style-type: none"> • Adapt positively to changes in the environment and work demands • Demonstrate flexibility in thinking. • Show flexibility in coping with multiple and changing priorities
Team Working	<ul style="list-style-type: none"> • Develop and maintain productive relationships with peers, and organisational teams • Attend and actively participate in team meetings, sharing ideas and contributing to discussions • Recognise the differing contributions of others in the team
Work Health & Safety	<ul style="list-style-type: none"> • Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others • Participate in WHS related training, safety briefings and updates as required • Actively take responsibility for a safe working environment, reporting all incidences, near misses or any unsafe working practices
Financial	<ul style="list-style-type: none"> • Adhere to all financial processes and policies
KEY OUTCOMES	
	<ul style="list-style-type: none"> • Day to day running of Small Programs undertaken in collaboration with the Coordinator Community Support and Small Programs staff • Effective support of Small Programs staff and team in collaboration with the Coordinator Community Support • Person Centred Active Support is demonstrated by self and staff • Staff supported to follow appropriate lines and forms of communication • Demonstrated appreciation of client choice • Effective decision making, appropriate to the level and role, referring to the Coordinator Community Support where necessary

SELECTION CRITERIA

Essential	<p>Qualifications:</p> <ul style="list-style-type: none">• Certificate 3 Community Services (Disability) or equivalent• Senior First Aid Certificate• Drivers Licence <p>Experience:</p> <ul style="list-style-type: none">• Demonstrated capacity working with people with disabilities and their families, carers, advocates and networks to develop and maintain community inclusion• Working with people with a dual disability (mental health issues) <p>Knowledge:</p> <ul style="list-style-type: none">• Informed current knowledge of principles and practices relevant to best practice in service delivery pertinent to the Disability sector and Human Services generally.• Understanding of relevant legislation pertinent to the meeting of statutory requirements for Disability Services Standards, WH&S, Equal Opportunity and Anti Discrimination <p>Aptitudes and skills:</p> <ul style="list-style-type: none">• An acceptance of and an ability to acknowledge and value the diversity of individuals.• Ability to work within a human services team and contribute to team processes• Excellent communication and interpersonal skills• Demonstrated organisational and time management skills• Self motivation and initiative• Willingness to value individuals with disability as persons of worth and equality.• Commitment to the rights, access, dignity and development of persons with disability
Desirable	<p>Experience:</p> <ul style="list-style-type: none">• Working in a situation with complex demands and some fragmented responsibilities• Working in isolation <p>Knowledge:</p> <ul style="list-style-type: none">• Knowledge of local community, non-Government and Government resources available to assist with client outcomes <p>Aptitudes and skills:</p> <ul style="list-style-type: none">• An attitude of tolerance and acceptance in relation to the differences evident in people• Competence in the use of computer programs including word processing, spreadsheets and databases
APPROVAL	
CEO	 <p>Sue Horsnell</p> <p>Date: 16.02.2017</p> <p>Review Date: 20.02.2018</p>