

POSITION DESCRIPTION

Position Title / Classification:	Support Worker (Direct Services) Level 2
Section:	Client Services Team
Award:	ALARA QLD Limited Enterprise Agreement 2015
Status:	Permanent Part time or Casual
Location:	Ipswich, Somerset and Lockyer
Date Prepared:	14 February 2020
Position Reports To:	Client Service Coordinator or Facilitator

Our Vision

At ALARA, our vision is to be recognised as an innovator in the creation of sustainable, inclusive and value –driven quality service solutions for our customers.

In the Ipswich, Lockyer, Somerset and surrounding areas we provide a range of services including:

- In-home (domestic and personal care) support
- In-home and hub based respite care
- Community access, participation and inclusion
- Learning and life skills development groups
- Accommodation support
- Information and Advocacy
- Social, Leisure, Sporting and Recreational Activities
- Fitness and Wellness programs
- Creative Arts Programs
- Services for Older Australians
- Services for Children and Teenagers
- Plan Management and Financial Intermediary services
- Supports Coordination

The Organisation

ALARA QLD Limited is a non-denominational disability service provider, originally established as Respite Care Services (Ipswich) Inc in 1991. In 2000, the organisation underwent a name change to ALARA Association Inc. to better reflect its services and in 2013 became ALARA QLD Limited, a company limited by guarantee.

ALARA means:

Access **L**ifestyle Support **A**ccommodation Support **R**espite **A**ctivities

It is a not-for-profit provider of community and support services that are individualised and responsive to the needs of people with a disability, their carers and families. Services are provided in the Ipswich, Somerset and Lockyer and surrounding areas.

ALARA provides direct personal care, community access and a range of programs and activities to suit over 800 individual clients. Funding is received from the Queensland Government Department of Communities, Disability Services and Seniors, the National Disability Insurance Scheme and from the Federal Department of Health. Services are also purchased directly by our customers.

ALARA'S Values

ALARA services are provided in a way that is consistent with the following values:

- Value 1: Person Focused**
We will be **Person Focused** and aim to meet individual needs.
- Value 2: Responsive**
We will be **Responsive** and flexible within our resource limitations.
- Value 3: Partners**
We will be **Partners** with our customers, carers, families, staff, volunteers, members, the community and funding bodies.
- Value 4: Safety**
We are committed to ensuring the physical and emotional safety of everyone involved with ALARA QLD Limited
- Value 5: Respect**
We will operate with **Respect**, dignity, confidentiality, accountability, equity and honesty with transparent and open communication
- Value 6: Strive**
We will **Strive** for excellence through learning, innovation, creativity and change.

ALARA provide a range of services for people with a disability, and their carers, including:

In-home Support

ALARA provides a range of services to enable people to be as independent as possible in their own home. This can include personal care support and assistance with cooking and cleaning.

In-home Respite

ALARA provides in-home support to provide appropriate support to the person with a disability while their primary carers (parents, family members) have a break from their caring role.

Community Access, Participation and Inclusion

People with a disability are provided opportunities to learn new skills, expand their personal networks and to participate in the life of the community.

Information and Advocacy

People with a disability are involved in the co-design of their support and given information regarding other services and events in the community that they can access to meet their needs. Where appropriate, they are encouraged to access services which can speak and act on their behalf to ensure their needs are addressed.

Social, Sporting, Leisure and Recreational Activities

ALARA's Activities Program includes sporting, mixed social activities, school holiday programs and holiday retreats.

Fitness and Wellness Programs

ALARA's qualified personal trainers are available on a group or individual basis to help individuals achieve their fitness goals. ALARA also runs a range of group activities with a health and wellness focus.

Community Hubs

ALARA has Community Hubs or "Luke's Place Centres" in Ipswich, Esk and Lockyer. Each hub provides access to a diverse range of opportunities designed around the interests and preferences of individuals and the group.

Creative Arts Programs

ALARA offers a range of Arts Program to support practising artists and budding artists with a disability to express their creativity, develop new techniques and explore new mediums.

Services for Older Australians

ALARA QLD Limited provides a range of services for older people that are designed to give them the control and flexibility they need to maintain their quality of life and independence.

Services for Children and Teenagers

ALARA provides services designed to support families in their caring role and a comprehensive range of age appropriate supports to assist children and teenagers to develop social and practical skills and increase their independence.

Plan Management and Financial Intermediary Services

ALARA's NDIS Plan Management services give both NDIS and My Aged Care participants the benefits of self-management without the financial, administrative and coordination workload.

Support Coordination

ALARA is registered with the National Disability Insurance Agency (NDIA) to provide Coordination of Supports. The aim is to ensure that NDIS Participants have maximum choice and information about potential providers.

Community Awareness

ALARA strives to educate the community and make them more aware of, and more responsive to, the needs of people with disabilities and older Australians.

Position Specification

1.1 Position purpose:

- To support people with a disability and older Australians, in a flexible and responsive manner within their own home and when engaged in activities or interests in their community

1.2 Key Responsibilities:

- To support, enable and empower people with disabilities and older Australians to live quality lifestyles, be included in their community and participate in activities that are meaningful in their lives. Support is provided in such a way as to strengthen the individual's personal networks.

Specific duties under the direction of the Coordinator/Facilitator may include:

- Assisting individuals with personal care including personal hygiene and grooming, mealtime assistance and to take medication
- Assisting individuals to access and participate and be included in activities at a range of community venues
- Assisting individuals and or/their family/carers with a range of household tasks including mealtime preparation, general housekeeping and laundry duties

- Assisting individuals to access the community to undertake shopping, bill paying, banking or to attend medical and dental appointments
- Arranging or providing transport to and from activities
- Assisting people with disabilities and older Australians to achieve identified goals and develop, retain or regain skills or explore new interests
- Encouraging positive and socially appropriate behaviour and to effectively respond to clients' needs even when demonstrated in a challenging manner
- To ensure that all matters, individuals (with assistance of a formal or informal decision maker where applicable) are offered the opportunity and support to make informed decisions and choices
- To ensure that the individual's dignity and privacy is protected at all times
- To maintain the necessary records of service provision and hours worked for purposes of service administration and accountability

1.3 Supplementary Responsibilities:

- To proactively contribute to identifying own training and development needs and to maintain up to date knowledge, skills and abilities
- To participate in mandatory training and ongoing staff development opportunities
- To work under direction while adhering to ALARA's policies, procedures, guidelines and instructions
- To contribute effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment
- To contribute effectively to the promotion of equal opportunity and non-discrimination in the workplace
- To contribute effectively to the achievement of continuous improvement and the organisations vision and key outcome areas

Key Selection Criteria

2.1 Qualifications

- Current First Aid & CPR Certificate (mandatory)
- Certificate III or IV Disability Studies (or equivalent) - Staff who progress to Level 2 having achieved 800 hours of service as a Disability Support worker must be enrolled or willing to enrol in this qualification

2.2 Key Selection Criteria

- Good verbal and written communication skills including the ability to communicate effectively across a range of people and situations
- Transferable life and work skills
- Commitment to social justice, inclusion and valuing difference and diversity
- Ability to work effectively as a member of a team
- Ability to perform all physical requirements of the position
- Ability to follow organisational policies and procedures while working under direction and with support

- Prior experience and training in supporting individuals with a disability or older Australians is not essential but will be highly regarded

2.3 Other Requirements

- Current C Class Drivers Licence and own reliable and insured vehicle
- Hold a Disability Services Queensland Positive Notice Card Criminal History Check and Blue Card Working with Children Criminal History Check where engaged to work with children
- Compliant National Police Check before commencement (less than 3 months old) and every three years
- Not currently be banned or suspended from the provision of services by either the NDIS Quality and Safeguards Commission or Aged Care Quality and Safety Commission.
- Ability to be flexible with working hours to meet the reasonable demands of the position
- Availability to attend staff meetings and training
- Department of Transport Driver History Check where the role involves driving a commuter bus
- Must provide proof of Australian Citizenship, be Permanent Resident or hold a Valid Working Visa

* The NDIS Worker Orientation Module 'Quality, Safety and You' is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants. All registered NDIS providers under the NDIS Commission require that this module be completed to undertake work within Disability Services. Completion of the module will take approximately 90 minutes and is free. You can save, exit and return to the module at any time. Once completed, you will receive a certificate of completion that is to be provided when applying for any Disability services related roles. Training can be accessed at: <https://training.ndiscommission.gov.au/>