

Position Description

POSITION TITLE:	Senior Support Worker
DEPARTMENT:	Day Options
RESPONSIBLE TO:	Manager- Day Options
DIRECT REPORTS:	Disability Support Workers
EMPLOYMENT TYPE:	Full Time
LOCATION:	Wallaroo
<input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> WWC <input checked="" type="checkbox"/> DCSI – Disability <input checked="" type="checkbox"/> Medical	

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Reporting to the Manager, Day Options, this role is responsible for providing leadership, mentoring, coaching, training & direction to the Disability Support Worker group; including providing advice and support in relation to client issues.

This role is also responsible for assisting with the development and implementation of the service delivery program, conducting risk assessments on activities, and assisting the Team Leader with program planning and the provision of direct support to clients.

KEY RESPONSIBILITIES

- Champion the delivery of the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework.
- Support employees to achieve their NDIS goals and objectives.
- Mentor and coach staff, assisting them with the management of complex client issues and act as a role model.
- In conjunction with the Program Manager, monitor service delivery in compliance with NDIS Quality and Safeguarding Framework and act to address opportunities for improvement and issues of concern.
- Assist to facilitate effective and positive communication between management, clients, families, key stakeholders and staff using a collaborative approach.
- Assist with the development of personal profiles, programming and goal achievement.

- Assist with the development of service delivery plans and work with staff to support clients to achieve set goals.
- Provide appropriate encouragement, assistance, physical and emotional support and personal care to clients as per Corporate guidelines/policies.
- Assist the Program Manager to ensure duty of care & risk management requirements are met.
- Provide transport for clients as required.
- Administer medication as per policy and training; monitor staff compliance with same; reporting issues of concern to the Program Manager.
- Attend all team meetings and training sessions as required; encourage staff participation and active involvement. Chair meetings in the Program Manager absence.
- Complete administration and documentation to a high standard in compliance with NDIS Quality and Safeguarding Framework.
- Support and provide input into increasing opportunities for community based programs.
- Support clients positively, encouraging maximum independence and self-determination.
- Follow compliance within Bedford's policies and procedures including the code of conduct and Equal Employment Opportunities.
- Acquire and maintain work health and safety knowledge relevant to your workplace and understand Bedford's operations and associated hazards and risks.
- Complete checks on progress notes and client attendance hours in CIMs to ensure billable hours are in line with the service agreement.
- Other duties as per the direction of the Team Leader.

KEY CHALLENGES

- Mentoring and coaching staff, assisting them with the management of complex client issues and act as a role model.
- Assist with the development of service delivery plans and work with staff to support clients to achieve set goals.
- Negotiating and rostering to NDIS Client plans and specific goals.

SKILLS/ATTRIBUTES

Personal Attributes

- Excellent interpersonal, communication, documentation and organisational skills with the ability to develop rapport and maintain strong working relationships
- Leadership, negotiating and conflict management skills

Essential Skills and Qualities

- Minimum Certificate III in Individual Support or equivalent
- Experience in the Disability, Community Services or Aged Care field
- Sound understanding of Duty of Care, privacy and confidentiality requirements
- Ability to plan and coordinate community based pre-vocational options
- Experience in independent living training, recreation & community based activities, for persons with high support needs
- Training, accreditation and previous experience in medication administration
- Have a sound understanding of Microsoft Office (Outlook and Word)
- Have a sound understanding of Bedford's internal IT systems including CIMs and Skytrust.
- Sound understanding of rostering principles
- Current Senior First Aid Certificate
- Current drivers' license.

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme* (the NDIS Services Standards).

OTHER RELEVANT INFORMATION

Further Information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of [enter here].

[NAME]

Signed _____

Date _____