

# SUPPORT WORKER

## Position Requirements

Position:	Support Worker
Position #:	
Classification:	SCHADS L2 Y1
Site:	Northern Suburbs
Reports to:	Care Coordination Supervisor

## Position Summary – Primary Purpose

The role of the Support Worker involves undertaking a range of personal or domestic assistance, personal care, respite, or social support tasks to enhance the care recipient’s family and community engagement.

The Support Worker may be employed in either or both the Disability Support and Aged Care programs, depending on their experience, skills, and personal preference.

The Support Worker will deliver services according to rostered hours and task lists, assisting care recipients through social support and recreational activities to enhance family and community interaction, as required by the recipient’s Client Support Plan (CSP), Home Care Package (HCP), or NDIS service agreement. Additionally, they will undertake a range of personal assistance tasks as required under the CSP or service agreement to assist the care recipient with daily living activities.

## Organisational Environment

ADEC, a state-wide Victorian not-for-profit organisation established in 1985, advocates for and assists people from diverse cultural backgrounds with disabilities, as well as their families and carers, and older people in need of support. ADEC exists to empower people, fight inequality, nurture community cohesion, and advocate for the full inclusion of the people we serve within broader society.

ADEC provides advocacy services, capacity-building programs for people with disabilities, community aged care services, Plan Management (NDIS), NDIS Appeals, and direct personal and domestic care support services. ADEC also actively participates in systemic advocacy and collaborative activity in support of more effective and inclusive disability and aged care sectors. ADEC currently serves around 1700 clients with around 120 staff.

## Accountabilities and Key Result Areas

In addition to the role duties as described in the position summary, SW’s are required to:

- Adhere to ADEC’s policies and procedures at all times.
- Identify, report, and follow up on any Workplace Health & Safety (WHS) issues that may have the potential to cause harm to Support Workers or their clients.

The Support Worker’s performance will be measured against the following criteria:

- Client feedback

- Meeting programme targets
- Maintenance of client's records in accordance with ADEC procedures.

## Workplace Health and Safety

Understanding the importance of creating a safe working environment and encouraging responsibility for health and safety among employees.

Key elements include:

- Identifying potential hazards and removing the hazard or raising this as a concern
- Making suggestions for the improvement of safety and wellbeing in the workplace.
- Assessing risks associated with tasks and equipment.
- Fulfilling safety roles, such as Fire Warden, First Aid Officer, or Health and Safety Representative if nominated.
- Encouraging employee involvement in decision-making about safety matters.
- Adhering to policies and procedures based on industry best practices.
- Promoting a culture of safety through awareness.

## Teamwork, Culture & Values

Encourage open communication, mutual respect, and a shared commitment that contributes to employee satisfaction, engagement, and the overall success of the organisation.

Key elements include:

- Ensuring clear communication.
- Building mutual trust through respect, openness, and transparency.
- Working collaboratively on shared responsibilities.
- Working to maintain a supportive environment that encourages staff ideas and feedback.
- Role modeling reinforcing ADEC's values to create a positive and inclusive office culture.

## Quality & Risk Management

Consistently deliver high-quality service that satisfies both internal and external stakeholders.

This involves:

- Implementation of, and adherence to, quality policies and processes.
- Contributing to continuous improvement through ideas and initiatives.
- Complying with industry-specific standards and regulatory requirements.
- Actively listening to customers and other team members and creatively solving improvement issues.
- Being aware of, identifying, and reporting potential risks that could affect the organisation's operations and goals.
- Evaluate individual participant needs and circumstances by assessing, managing, and mitigating risks related to participant's health, safety, and well-being including any medical conditions, mobility issues, or behavioural challenges to ensure a safe and effective support environment.

## Essential Qualifications and Experience

Essential

- Certificate III in Certificate III in Individual Support, HACCP/Certificate III in Aged Care, or equivalent.
- Current Level 2 First Aid and CPR Certificate.
- Previous experience in the disability or aged care field, in a comparable position.

- Mobile phone.
- Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which, and appropriate to the type of vehicle to be driven.
- Ability to work without direct supervision, within guidelines and procedures.

#### Desirable

- Excellent time management and task planning skills.
- Previous experience of working with carers from ethnic communities.
- Second language.

#### Mandatory Requirements

- Must have a clear NDIS Worker Screening Check
- Must have a clear National Police Check
- Must have a valid Working with Children Check
- Must hold a current Victorian Driver's License
- Must have evidence of right to work in Australia.

ADEC is an inclusive employer and values the contribution of people with disabilities to our workplace.