

Position description

Community Support Worker – Northern Adelaide & Barossa Valley

Section A: Position Details

Position title:	Community Support Worker
Employment Status:	Casual
Classification and Salary:	Social, Community, Home Care and Disability Services (SCHCDS) Industry Award 2010 – Social and Community Services Employee Level 2
Location:	Northern Adelaide & Barossa Valley - Various
Hours:	Must be available over a 24/7 roster
Contract details:	Casual

Organisational context

Pathways To Recovery is a private business in South Australia, designed to operate within the National Disability Insurance Scheme (NDIS). We offer disability and mental health support services to NDIS participants, and to the general community. We were borne from a desire to bring the disability and mental health sectors together so that people can access the support they need to live where they would like to live.

Pathways To Recovery prides itself on being flexible and innovative. We use a recovery approach in our work with all participants, and respect that finding meaning in life is an individual process for each person. We believe that motivation comes from within, so we focus on developing strengths and values and working on the goals that the participants recognises as important to them, no matter how big or small.

Position Context

The NDIS is a person centred, social insurance scheme established to provide support for people who have a permanent, or likely to be permanent, disability for the whole of their lives. Its intent is to give individuals:

- Choice and Control in the delivery of supports and services
- Holistic person centred planning
- Tailored individual funding packages that move with you

Pathways To Recovery aims to support participants with a permanent disability to live the life they want to live. We support people with a range of primary diagnosis, including but not limited to; ASD (autism and aspergers syndrome); ABI (Acquired Brain Injury); Psychosocial Disability (severe and persistent mental ill-health); and dual disability (mental ill-health and another disability diagnosis). NDIS participants with an NDIS package are able to purchase reasonable and necessary supports, as decided in conjunction with their NDIS planner. NDIS packages are tailored to provide a range of services and interventions to address the participant's individual needs.

Pathways To Recovery provides support in participants' homes (outreach support) and in the community to support social participation and skill development. We also work with a range of housing providers to source appropriate share-housing for participants who need 24/7 support to live in the community.

Pathways To Recovery also offer a range of services to the general community, including group programs and in-home (outreach) support, available on a fee-for-service basis.

Position overview

The Community Support Worker position is responsible for the delivery of direct supports to participants in accordance with their NDIS plan. Individually funded plans are based on the participant's goals and aspirations, now and for the future. It also covers their functional support needs for daily living and participation, the support they need to pursue their goals, and how the participant wants to manage their plan over time.

Community Support Workers will incorporate a client centred approach to provide a range of rehabilitation and supports to participants, tailored to meet their individually identified needs. Community Support Workers may employ a range of different supports including but not limited to direct support provision (including personal care), crisis management, developing participant capacity and resilience.

You will work with participants and their support networks (e.g. family/friends/carers/guardians as identified by them). You will also collaborate with a wider team of Disability and Mental Health Support Workers. You may be required to work within a range of locations, including but not limited to, participants' own homes, share-houses, and in the community.

Period of employment

Casual

Accountability

The Community Support Worker is accountable to the Manager, *Pathways To Recovery*.

Conditions of employment

- The terms and conditions of employment will be in accordance with the Social, Community, Home Care and Disability Services (SCHCDS) Industry Award – Social and Community Services Employee Level 2.
- Criminal record checks completed within the last 6 months must be supplied for all new appointments. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, an International check is required.
- DCSI (Disability and WWCC) clearances must be supplied before commencement of work.

Section B: application procedure

To discuss the position, please contact:

Sally Ryan, Manager. Ph: 0423 272 695

Applications should include a CV and a Cover Letter explaining your interest in the position and addressing the following:

- Why you want to work at *Pathways To Recovery*.
- What attracts you to disability/mental health support work
- What 'creating a meaningful life' means to you
- Your skills/transferrable skills that will make you successful in this role (please consider the Key Responsibilities/Competencies of this role when answering this question)

You do not need to provide a written response to the selection criteria. Please note that if your cover letter does not include these responses you will not be considered for this role.

To apply, please:

- Include three current referees. One must be your current line manager (if not currently employed your last line manager is sufficient).
- Email your application to: recruitment@pathwaystorecovery.com.au

Closing date for applications: Sunday 17th December, 2017

Section C: key responsibilities

Provide direct support and rehabilitation to participants

- Engage participants and develop trusting and professional relationships
- Provide support to participants within a coaching framework, to assist participants to cope with life's challenges and become more aware of their strengths and work towards goals that are in line with personal recovery in their Individual Support Plan
- Using a strengths-based approach provide direct practical support to participants applicable to their Individual Support Plan so that they gain/maintain independent living skills. This may include, but is not limited to, community access and engagement, assistance and skill development in cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home, utilising public transport, etc.
- Assess participants support needs and support the development of programs and plans to meet these needs
- Assist participants to establish and maintain as independent a level of community living as possible through specific intervention strategies
- Work with participants to enable them to advocate on their own behalf

- Attend meetings and forums to represent and advocate on behalf of *Pathways To Recovery* when necessary
- Undertake a range of operational activities and exercise responsibilities for various functions, as requested by the Manager
- Participate in regular team meetings and review processes
- Support the identification of appropriate referrals
- Support participants to achieve their individual plan outcomes and seek to empower their decision making, daily planning and budgeting
- Together with the participant, regularly monitor their progress towards their identified goals
- Support the participant to engage in social and recreational activities
- Assist participant with practical support to maintain their accommodation/tenancy obligations
- Support and assist participants in decision making, daily planning, budgeting
- Engage informal support networks, resolve points of conflict or crisis to develop participants capacity and resilience within their own network and community
- Advocate for the participant as needed or requested
- Comply with all *Pathways To Recovery* policies and procedures, including all OH&S procedures to ensure safe work practices
- Perform any other duties as required by Management that is within candidate skill level and capabilities.
- Attend relevant professional development training as approved by your Manager

Participate fully as a team member

- Using the team approach to support work, cooperate closely with team members in order to ensure continuity of care and provision of a comprehensive service to participants
- Actively participate in supervision, team meetings, decision-making processes, service planning sessions and staff development activities
- Assist the team to further develop best practice, review and develop policies
- Assist the team to regularly evaluate the effectiveness of the service in consultation with participants
- Support *Pathways To Recovery* efforts in reducing our impact on the environment and work towards a sustainable future

Working with community partners

- Seek to learn about the participants interests, their connections with family and friends and work together with the participant to build their capacity to be part of their community
- Liaise as required with staff, other agencies and significant others involved in the participant's care and provide information and support to carers as required (in accordance with confidentiality and privacy laws)
- Involve carers, family and friends (and other support networks) as identified by the participant in the Individual Support Plan for the participant

Maintain records and resources

- Collect, collate and maintain data on participant contact
- Maintain participant records/case notes and statistical information
- With team members collect information on community resources
- Participate in the development and review of the participant's Individual Support Plan every 3 months, and regularly report to management regarding achievement of participant's individual plans

Section D: key competencies

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success as a disability and mental health service that provides high quality support services to people living with disability/mental ill-health.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, caring for someone who has a disability/experience of mental ill-health, and those with lived experiences of disability or mental ill-health and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness, respect, responsibility and hope
- Demonstrates integrity and credibility, and fosters open and honest communication
- Demonstrates commitment to the organisation and its values

Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with participants, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate
- Manages conflict in a fair and transparent manner

Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate, own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with participants
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

Planning, organising and problem solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition you will need:

- Computer literacy
- Current full Australian driver's licence (not provisional)
- A roadworthy vehicle insured to a minimum level covering third party property damage (comprehensive cover is recommended)
- Current Manual Handling Certificate (HLTWHS005 - Conduct manual tasks safely)
- Current Provide basic first aid and CPR certificates
- Current Child Safe Environment Certificate
- Certificate III in Individual Support (Disability or Home & Community) or higher
- Experience working with clients with a disability or mental health diagnosis