

## SUPPORT WORKER

### SCHEDULE B

#### POSITION DESCRIPTION:

**Title:**

Disability Support Worker/Accommodation

**Classification:**

In accordance with COBS Enterprise Agreement 2004 to 2007.

**Responsible to:**

Team Leader, Client Services and Supports

**Responsible for:**

Direct support to clients accessing COBS accommodation.

**POSITION ROLE:**

This position will provide the effective delivery of activities delivered by COBS programs.

**POSITION OBJECTIVE:**

To ensure the support, development and maximised inclusion of individual clients as valued members of the community while enacting COBS vision, mission, values and strategic priorities.

**POSITION RESPONSIBILITIES:**

Working with the Team Leader, Client Services and Supports

this position provides:

- dynamic and flexible support services to clients attending COBS Accommodation
- Support to client, family, service providers and DHS NSW as appropriate
- client empowerment and genuine community inclusion
- Support in the ongoing development and growth of individual clients toward achieving their full potential
- a healthy and safe environment for all clients.
- quality reporting, recording and review systems while ensuring client confidentiality at all times
- input to service, programs and organisational planning and ongoing development.

**INTERNAL LIAISON:**

Establish and maintain good working relationships with COBS accommodation clients, all other COBS employees, Team Leader, Client Services and Supports, Planners/Coordinator Specialist Supports, Administration Manager and Chief Executive Officer.

Seek to resolve issues and concerns or operational issues at the point of concern.

Keep management informed of external trends, issues and proceedings related to individual role and responsibilities that are relevant to organisational and COBS program areas.

**EXTERNAL LIAISON:**

As a 'Support Worker' working with the Team Leader, Client Services and Supports and Planners/Coordinator Specialist Supports develop and maintain contacts with designated employees, relevant parents, families, primary carers as appropriate.

The maintenance and further development of existing links with other community service agencies in the local area in seeking to enhance opportunities for COBS and those accessing COBS.

**POSITION SUPPORT:**

The position will be supported through:

- open door access to the Planners Vic/NSW, Coordinator Specialist Supports
- open door access to the Team Leader Client Services and Supports
- access to the Chief Executive Officer
- access to the Administration Manager
- regular staff meetings
- annual performance review process
- professional development opportunities

**KEY POSITION AND SELECTION CRITERIA*****Essential to this position are:***

- relevant qualifications and/or significant experience in the provision of disability or related services;
- demonstrated understanding of Disability Legislation and Service Standards;
- demonstrated ability to develop and implement individual program/activity plans;
- excellent communication skills and a high level of inter-personal skills;
- demonstrated ability to work and function as an effective team member;
- demonstrated capacity to creatively challenge accepted practice;
- a high level of attention to detail and accuracy can be demonstrated;
- possess the level of computer skills requisite to this position.

## SUPPORT WORKER

### *Mandatory conditions of application:*

- curriculum vitae beginning with most current employment particulars and statement of relevant professional experience and training;
- two current referees;
- current driver's licence (verification required).

### *Mandatory conditions on appointment:*

- provision of certified transcripts of academic record;
- if not previously qualified a commitment to obtain Certificate IV in Disability Work qualification;
- satisfactory police records check;
- satisfactory Working with Children check;
- Certificate II in First Aid (or willingness to obtain qualification)

### *Experience that will be highly regarded:*

- Experience in accommodation support services
- client focused service delivery; and
- disability and attendant care support.
- Behaviour management skills
- policy and procedures development and implementation;

### *Other areas of importance that will be considered in assessment and referee checks:*

- personal presentation;
- work attitude and performance;
- workplace manner;
- work relationships with peers;
- work relationships with subordinates;
- work relationships with senior management;
- problem solving and conflict resolution skills;
- decision making skills;
- personal initiative; and
- suitability to position.

### **VEHICLE:**

Organisational vehicles are allocated for specific programs, otherwise use of own vehicle is required to travel to and from programs.