

POSITION AVAILABLE: SUPPORT WORKER – CASUAL



AURORA
SUPPORT SERVICES

About our organisation

Aurora Support Services is a community organisation which provides services and supports to people with disabilities. Our services focus on promoting abilities and encouraging independence.

Aurora Support Services' vision is to create opportunities for people with disabilities to participate in and shape their own future.

At Aurora Support Services we value individuality and acceptance. We promote equal opportunity and community inclusion, and we deliver our services with respect and integrity.

About the role

**Casual position – Various sites around Epping, Lalor & Thomastown.
Hours vary but mainly 8.45am to 3pm**

To provide support, assistance, and guidance to people with disabilities (intellectual, physical, psychiatric, neurological, sensory and / or Acquired Brain Injury) to enable each individual to realise their full potential.

Assist with the preparation, implementation and review of the Person-Centred Planning process and plan, implement and evaluate group/individual programs as well as maintain accurate records.

Salary is as per the Social, Community, Home Care and Disability Services Industry Award 2010, Classification: Social and Community Services Employee, level 2, pay point based on years of experience.

About you

We are looking for a flexible, approachable, enthusiastic, and participant-focused person who will complete this role with positivity and passion. It is essential that the successful applicant has experience and relevant qualifications in the disability field, experience in providing Positive Behaviour Supports, Driver's License & NDIS Workers Screening Check.

We are looking for someone with great communication skills and a team-oriented mindset.

This role requires you to be self-driven, confident and capable of working independently in programs with participants and to respond to the daily needs of the service.

How to apply

Submit a written application including a resume and a letter telling us why you would like this position and demonstrating your ability to meet the Key Selection Criteria outlined in the Position Description (contact Head Office on 94011844 to be emailed a Position Description)

Send to: Rebecca Muscat, Staffing Director – rebecca.m@aurorass.org.au

Due by: Tuesday 16th July 2024 @ 10am



POSITION DESCRIPTION

Support Worker

SECTION 1 : POSITION OBJECTIVE

To provide support, assistance and guidance to people with disabilities (intellectual, physical, psychiatric, neurological, sensory and / or Acquired Brain Injury) to enable them to develop to their full potential. A Support Worker will discharge their duties under the direction of their Program Manager and / or the Services Director/s / Executive Director.

SECTION 2 : GENERAL INFORMATION

Core Hours of Work Varies according to position

Work-site 851 High Street, Epping
26 Vasey Avenue, Lalor
24 Vasey Avenue, Lalor
52 Main Road, Thomastown
76 Edwardes Street, Reservoir

Program Preparation and Meetings 8:30 - 9:00am and 3:00pm - 4:00pm (if applicable to position)

Staff Meetings To 5:00pm weekly (if applicable to position)

Lunch / Rest Break As per Clause 21.1.1 (b) in the Whittlesea District ATSS Disability Services (Part 1) Collective Agreement 2008, the Support Worker will be required to remain available for work during their meal break which will be counted as time worked.

A 10 minute rest interval shall be provided to all employees on a rostered system during each four hours worked which will also be counted as time worked.

All staff **must sign their time-sheet** upon arrival and departure each day.

Absenteeism

Staff are required to advise Staffing Director by telephone, prior to 7:30am if they are unable to report for duty.

Time in Lieu

In accordance with T.I.L. Policy.

Leave

Annual Leave Entitlement - six weeks plus public holidays

Controlled Document						Page 1 of 5
File Name / Path	Z:\Senior Managers\Quality Management\QUALITY CONTROLLED ORIGINAL DOCUMENTS TEMPLATES\Human Resources\Position Description Level 2.doc					
Document Code	HR 0017	Last Reviewed	9 March 2022	Review Date	9 March 2024	



Aurora Support Services

Termination of Employment

Except in the case of casuals or where the conduct of an employee justifies instant dismissal, or by mutual agreement, a minimum of one to four weeks notice (dependent upon years of continuous employment) in writing of termination of employment shall be given by either employer or employee or in lieu thereof one to four weeks wages shall be paid or forfeited as the case may be. Such notice shall be wholly within the working term. Refer Whittlesea District ATSS Disability Services Victoria (Part 1) Collective Agreement 2008 – Part 3 Section 12

SECTION 3 : OCCUPATIONAL HEALTH AND SAFETY

All Aurora Support Services employees will:

1. **Not manually lift any article** which they do not feel comfortable without the support of other persons or approved mechanical devices and will **not lift any person** as per organisations Manual Handling Policy and Procedure.
2. Participate in all emergency procedures and drills according to Service Policy.
3. Adhere to Health and Safety regulations in accordance with the Occupational Health and Safety Act, 2004 and other Health and Safety procedures according to Service Policy.
4. Report Health and Safety issues to the designated worksite Health and Safety Officer and / or Line Manager
5. Exercise care in the use of Aurora Support Services equipment and materials and report any damage/maintenance requirements.
6. Adhere to The Disability Act 2006 and the National Disability Insurance Scheme Act (NDIS) 2013, NDIS Code of Conduct and NDIS Practice Standards, provide supports to clients within the framework of these and be aware of current trends in the field of disability.

SECTION 4 : RESPONSIBILITIES AND DUTIES

The Support Worker will:

1. Assist with the preparation, implementation and review of the Person Centred Planning process and plan, implement and evaluate group/individual programs as well as maintain accurate records. This may include attending Support Plan meetings as requested and approved by the Services Director / Program Manager
2. Assist in the planning, implementing and regular evaluation of Service Policy and Curriculum.
3. Assume the duties of Core Group Support Worker / Program Support Worker and exercise specific liaison skills with families, carers and other community agencies and services.
4. Be responsible for the administration of medication to participants according to organisational and NDIS Practice Standards under the direction of the Program Manager and / or the Services Director/s / Executive Director.
5. Be responsible for assisting participants with areas of personal care, health and daily living skills as required.

Controlled Document						Page 2 of 5
File Name / Path	Z:\Senior Managers\Quality Management\QUALITY CONTROLLED ORIGINAL DOCUMENTS TEMPLATES\Human Resources\Position Description Level 2.doc					
Document Code	HR 0017	Last Reviewed	9 March 2022	Review Date	9 March 2024	



Aurora Support Services

6. Be responsible for supporting participants to develop and maintain skills in a wide variety of key life areas.
7. Report and document all accidents, seizures and other significant incidents as per service policy.
8. Recognise participant rights, independence and dignity and ensure participant choice and involvement at all times.
9. Maintain participant privacy and confidentiality
10. Ensure programs are planned and documented in such a manner that relieving staff may follow them should the need arise.
11. Access information and input data into a computer-based participant record management system.
12. Undertake duties rostered or other, to ensure the safe, secure and satisfactory operation of the service.
13. Be responsible for general cleanliness and neatness of the area within which he / she works and lock away any equipment as necessary, secure windows and doors at the end of the day and ensure that all electrical equipment, gas heaters and lights are turned off.
14. Be expected to actively participate in all program planning and curriculum days and be willing to participate in in-service training sessions and be aware of current trends in the field of intellectual disability.
15. Promote community understanding and awareness of the rights of people with an intellectual disability and facilitate access to community based programs and community development.
16. Work with casual staff / students as required.
17. Be expected to become familiar with the role of the NDIS Quality and Safeguard Commission.
18. Carry out any other duties as negotiated and approved by the Executive Director / Services Director/s / Program Manager which fall within a Support Worker's role.

SECTION 5 : ACCOUNTABILITY AND EXTENT OF AUTHORITY

1. The Support Worker is completely responsible to the Program Manager and the Executive Director / Services Director/s who is ultimately responsible for the performance of staff and services.
2. The Support Worker will conduct themselves in a professional and ethical manner at all times.
3. Involvement of participants in any program comes under the overall supervision of the Program Manager and the Executive Director / Services Director/s.
4. No participant can be excluded from his / her designated program without consultation and approval of the Executive Director / Services Director/s and / or Program Manager.
5. The Program Manager and the Executive Director / Services Director/s will designate to each member of staff his / her individual area of activities and responsibilities within the services.
6. The Support Worker is responsible for the day to day provision of support to participants under the

Controlled Document						Page 3 of 5
File Name / Path	Z:\Senior Managers\Quality Management\QUALITY CONTROLLED ORIGINAL DOCUMENTS TEMPLATES\Human Resources\Position Description Level 2.doc					
Document Code	HR 0017	Last Reviewed	9 March 2022	Review Date	9 March 2024	



Aurora Support Services

direction of the Executive Director / Services Director/s and / or Program Manager.

7. The Support Worker will be expected to review / evaluate / further develop work-place skills via an annual Performance Review and Development program.
8. The Support Worker will develop an awareness of the financial position of both participants and the organisation and plan programs accordingly.

SECTION 6 : JUDGEMENT AND DECISION MAKING

1. The Support Worker will demonstrate an ability to exercise independent judgment relating to participants' needs, when implementing programs alone.
2. The Support Worker will be able to respond appropriately to emergency situations that may arise.
3. The Support Worker will, at all times, treat participants and their carers with dignity and respect. He / she will ensure confidentiality is upheld, in that a staff member should regard his / her position as one of confidence and shall not use information obtained other than in the discharge of his / her official duties.

SECTION 7 : MANAGEMENT SKILLS

- Ability to work unsupervised and achieve tasks within a set period.
- Ability to independently manage day to day participant related matters efficiently and effectively within service guidelines (i.e. participant finances, core group).

SECTION 8 : INTERPERSONAL SKILLS

1. Good verbal communication skills and an ability to prepare written and / or electronic information for programs, evaluation, reports etc.
2. Honesty, integrity and courtesy.
3. Sense of humour.
4. Teamwork.

SECTION 9 : QUALIFICATIONS AND EXPERIENCE

1. Previous experience and qualifications in the disability field.
2. A current First Aid Certificate.
3. A current Drivers Licence.

SECTION 10: SALARY AND CONDITIONS OF EMPLOYMENT

Salary will be based on the Social, Community, Homecare and Disability Services Industry Award 2010 level 2, pay point based on years of experience.

Conditions of employment are in accordance with Whittlesea District Helping Hand Association Disability Services Victoria (Part 1) Certified Agreement 2008

SECTION 11 : KEY SELECTION CRITERIA

- Qualifications and experience in the disability field.
- Some experience within Day Services
- Demonstrated commitment to the following:
 - Empowerment

Controlled Document						Page 4 of 5
File Name / Path	Z:\Senior Managers\Quality Management\QUALITY CONTROLLED ORIGINAL DOCUMENTS TEMPLATES\Human Resources\Position Description Level 2.doc					
Document Code	HR 0017	Last Reviewed	9 March 2022	Review Date	9 March 2024	



Aurora Support Services

- Access and engagement
 - Wellbeing
 - Participation
- Experience in planning, implementing and evaluating of individual group programs for people with disabilities.
 - Experience in working with people with the following disabilities
 - Intellectual
 - Physical
 - Psychiatric
 - Sensory
 - Neurological
 - Acquired brain injury (ABI)
 - Experience in supporting participants with Behaviours of Concern (these behaviours may include aggression, self-injury and anti-social behaviours) and a commitment to assisting individuals to develop more appropriate skills.
 - Demonstrated ability to work as part of a team
 - Current Drivers Licence
 - Satisfactory completion of :
 - NDIS Worker Clearance Check
 - NDIS Workers Orientation Module

Employee Name _____

Employee Signature _____ Date _____

Employer Representative Name _____

Employer Representative Position _____

Employer Representative Signature _____

Date _____

Controlled Document						Page 5 of 5
File Name / Path	Z:\Senior Managers\Quality Management\QUALITY CONTROLLED ORIGINAL DOCUMENTS TEMPLATES\Human Resources\Position Description Level 2.doc					
Document Code	HR 0017	Last Reviewed	9 March 2022	Review Date	9 March 2024	