

# IMPACT Community Services

## JOB ROLE



**JOB CODE:** 04.008.01  
**JOB TITLE:** Support Worker  
**PROGRAM/SECTION:** Disability Services  
**REPORTS TO:** Manager (Disability)  
**AWARD:** Social, Community, Home Care and Disability Services Industry Award 2010  
**CLASSIFICATION:** Social and Community Services Employee Level 2  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

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**Impact Commitment Statement**

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

**Who are we?** As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.

**What is our vision?** To lead the community in pioneering improved life opportunities

**What is our mission?** Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

**What are our values?**  
 What do we expect from our staff and what do our clients expect from us?

**Trust** we are honest, accountable to our community and transparent in our actions

**Empowerment** in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want

**Relevance** we serve our community’s needs through a contemporary individual choice based approach to community service

**Compassion** we are caring and understanding in our support of people in our community

**Inclusiveness** we believe that diversity in our community makes us stronger and provide equal opportunity to all



### OVERVIEW:

To provide support to young people with a disability who are exiting education, to assist them to achieve their goals, increase their independence and participate in community life.

### MAIN DUTIES/RESPONSIBILITIES:

- Enhance opportunities for individuals to participate in community activities by promoting inclusion of people with disabilities in the life of the local community
- Assist clients to develop and maintain life skills and/or pre-vocational skill sets appropriate to their needs
- Provide one-on-one support and group sessions to assist with life
- Assist with implementing Individual Plans to enable learning, independence and safe living skills that will assist to improve quality of life
- Update Individual Plans at set intervals or as required due to circumstantial change
- Create and maintain an inclusive environment that empowers people with a disability
- Provide information to clients and their families/carers in regard to organisational mission and values, the model of support being provided, policies and procedures (especially in regard to entry and exit, privacy and complaint mechanisms)
- Encourage personal development including social and communication skills through recreation and leisure activities
- Provide on-the-job training, placement and support to clients according to their individual needs
- Participate in and contribute to monthly meetings
- Other duties as required consistent with the level of competency of the position
- Administration duties are performed to a level that satisfies contractual requirements including recording of client contact hours and personal details on internal database.
- Participating in organisational evaluations and completing organisational forms as requested
- Take reasonable care for personal health and safety in the workplace and that of others

### CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

#### *Essential*

- Previous experience working with people with a disability or an interest in this field
- Minimum of a Certificate III in Disabilities or a commitment to working towards relevant qualification
- Strong motivation and commitment to the principles of the Disability Services Act 2006
- Demonstrated computer skills with proficiency in Microsoft Office applications
- Ability to work within a performance and compliance framework
- Willingness to participate in on-going professional development
- Ability to show initiative with workplace routines
- Ability to work within and maintain a culturally sensitive environment
- High level of organisational, communication and problem solving skills



- Positive attitude, professional conduct and ability to work as part of a team
- Demonstrated ability to work accordingly to the Human Services Quality Framework.

*Desirable*

- Current First Aid Certificate
- Holds a current first aid certificate
- Willingness to obtain qualifications in Disability Services

### LICENSING AND ADMINISTRATIVE REQUIREMENTS

***Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.***

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).

