

IMPACT Community Services Position Description



JOB CODE: 04.018.03
JOB TITLE: NDIS Support Worker
PROGRAM/SECTION: NDIS Support Services (PHaMs)
REPORTS TO: Support Services Manager
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:

The PHaMs Support Worker is responsible for the provision of personal and mentored support for people experiencing mental illness to develop relationships and opportunities which will assist in building confidence, supporting recovery and reconnecting with the community.

MAIN DUTIES/RESPONSIBILITIES:

- Take reasonable care for personal health and safety in the workplace and that of others
- Provide case management to allocated clients
- Assess clients through the Eligibility Screen Tool (EST)
- Provide advocacy and support to participants in a manner sensitive to cultural, age, gender and beliefs
- Develop Individual Recovery Plans that:
 - identify a participant's strengths, goals and aspirations
 - identify areas where support is needed by the participant
 - detail any planned activities that the participant wishes to undertake (including when and how they are to occur and who is responsible for arranging them)
 - record any referrals to other services
 - create a crisis/care plan as required
- Provide referrals/support and links to other services/agencies
- Maintain confidentiality and privacy of client related issues and files
- Respond appropriately to crisis situations and be able to seek support and debriefing as necessary
- Link people to mainstream and/or specialist services such as clinical mental health, drug and alcohol supports, housing, group and clubs, physical health, social, leisure and recreational services
- Consult with the PHaMs Team Leader in order to maintain the appropriate level of contact with participants that satisfy the participant and service delivery model
- Engage and support, where appropriate, family and carer links
- Maintain detailed Client records in designated database(s). Client data must be entered the day of the support.
- Ensure knowledge of NDIS processes are kept relevant and current to the mental health sector and your clients.
- Adhere to program guidelines and all relevant Government legislation including Mental Health Act, National Standards for Mental Health Services and Child Protection Laws
- Promote the program to other appropriate services/agencies through collaboration and networking
- Attend and participate in team meetings as required
- Contribute to the development and review of internal policies and procedures
- Promote mental health literacy within the program and broader community
- Participate in organisational evaluations and complete organisational forms as requested
- Other position or organisation related duties as requested by supervisor

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Certificate III in appropriate field such as Mental Health, Community Services or other related health fields OR has the right personal qualities, attitude and life experience and is working towards, or willing to make a commitment to work towards, a qualification
- Understanding of the individual recovery process along with knowledge of the National Standards for Mental Health Services and the Human Services Quality Standards
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds



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- Demonstrated skills in mediation and advocacy
- Highly developed communication skills
- Demonstrated computer skills with proficiency in Microsoft Office applications
- Demonstrated ability to prioritise workload
- Sound administration skills
- Ability to maintain accurate records (electronic and paper-based) and to understand and implement contract requirements and guidelines

Desirable

- Two to three years' experience working in a relevant field
- Understanding of case management practices and ability to work in a strengths-based recovery framework
- Knowledge of and established contacts with other related community service providers within the local community
- Experience with facilitating small group workshops with either an educational or practical content

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).

Acknowledgement

I have received, reviewed and fully understand the position description for NDIS Support Worker – NDIS Support Services. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME

SIGNATURE

/ / 2018

DATE

