

Job Description

Position: Support Worker

You will be supervised by: Consumer Service Co-ordinator

Supervision arrangements vary in self-directed services. Consumers and/or families may choose to manage all aspects of their individual needs, including supporting and supervising people they employ. They may also enlist the support of a Service Co-ordinator from One2One.

Each employer will ensure all employees receive an individualised induction.

Overall Responsibility: Provide individualised support to people with a disability.

We are all unique therefore our needs are diverse and require individualised responses and approaches. One2One has developed a generic job description covering a range of duties that a Support Worker may be asked to perform. In discussion with the consumer and/or family and Service Co-ordinator [if applicable] specific needs and preferences of the consumer will be identified.

1. Planning for living – My Plan

My Plan is a tool used to document the consumer's dreams, goals and aspirations. It may contain information essential to supporting the consumer to achieve their goals.

- 1.1 Determine if the consumer you are supporting has a My Plan and be aware of their specific goals and aspirations.
- 1.2 Gather information about the consumer's My Plan and determine where they are up to in achieving their goals.
- 1.3 Identify what you can offer that may assist the consumer to achieve their goals and discuss your ideas with the consumer, their family and/or Service Co-ordinator.
- 1.4 Be community aware and seek out information about the consumer's local and wider community.
- 1.5 Act as a resource for the consumer, family and/or Service Co-ordinator by sharing your knowledge and information.
- 1.6 Generate positive and creative thinking and encourage the consumer to consider a range of ideas in their plan for living.
- 1.7 Be an active part of the development and review of My Plans.
- 1.8 Be aware of where and why specific safeguards are a part of consumer's overall support plan and maximise the consumer's safety and well-being at all times.

2. Lifestyle support

- 2.1 Endeavour to develop a relationship of mutual trust with the consumer, their family and friends.
- 2.2 Provide personal and practical support to enable the consumer to live the life of their choosing.
- 2.3 Provide necessary support to assist the consumer to maintain, develop and facilitate personal connections and relationships with family and friends.
- 2.4 Understand individual preferences and choices and endeavour to enable the consumer to make informed choices and decisions.
- 2.5 Support the consumer to explore preferred employment, training, education and further learning, recreation and leisure options.
- 2.6 Advocate for and with the consumer as required.
- 2.7 At all times respect the consumer, their families and friend's, right to privacy and confidentiality.
- 2.8 Share any concerns or issues you may have with your consumer and/or Service Co-ordinator in a timely manner.
- 2.9 Assist the consumer to work in partnership with their Guardian if one has been appointed.

3. Communication

- 3.1 Demonstrate positive and effective communication with the consumer, their family and/or Service Co-ordinator and others, at all times.
- 3.2 Conduct yourself in all situations of communication providing a positive role model to others.
- 3.3 Where required provide regular updates to family, your employer, co-workers and your Service Co-ordinator keeping them up to date with what is happening in the consumer's life.
- 3.4 Complete written updates and reports as requested.
- 3.5 Be available for supervision and to attend meetings as requested.

4. Health and wellbeing

- 4.1 Support the consumer in all areas to maintain and improve their health and general wellbeing – physically, emotionally, spiritually and culturally.
- 4.2 Arrange and/or attend medical and specialist appointments, communicating outcomes as and where required.
- 4.3 Maintain medical records/outcomes for the consumer as and where required.
- 4.4 Monitor, supervise and/or administer medications and treatments as required.
- 4.5 Support the consumer to manage prescriptions, dispensing of medications and safe storage of all medications and treatments. [Where appropriate consult One2One Medication Administration Policy]
- 4.6 Monitor and encourage dental hygiene.
- 4.7 Encourage healthy eating choices/diet and regular physical activity.

4.8 Respect individual religious/spiritual beliefs of the consumer and/or family and their culture of origin.

5. Practical and personal support

- 5.1 Encourage and support independence in all areas of the consumer's life particularly in areas where they have specific goals around skill development, new learning and increased independence.
- 5.2 Assist the consumer in all areas of personal care, grooming, hygiene and personal presentation.
- 5.3 Assist with domestic needs, involving the consumer wherever possible, in all tasks. Foster a sense of self responsibility for home cleaning, laundry, grocery shopping and meal preparation as required.
- 5.4 Assist with personal shopping requirements such as clothing, footwear, household needs, gifts etc.

6. Personal affairs and financial support

- 6.1 Assist the consumer to develop a personal budget, to plan to meet their individual financial needs and to live within their needs.
- 6.2 Assist with banking and bill payments as required.
- 6.3 Assist the consumer to work in partnership with their Administrator if one has been appointed.
- 6.4 Encourage savings plans aligned with goals and dreams.
- 6.5 Maintain financial records as required.
- 6.6 Assist with understanding correspondence and respond as required.
- 6.7 Support and advocate as required with services such as; banks, Centrelink, Public Trustee, employers, property agents, clubs and medical services.
- 6.8 Report any issues or concerns that may impact on the consumer's personal and financial security in a timely manner.

7. Belonging, connections and community

- 7.1 Encourage the consumer to maintain existing family and personal networks and to enhance them by actively following interests, goals and dreams.
- 7.2 Assist the consumer to plan and attend events providing all practical assistance required.
- 7.3 Encourage involvement, inclusion and membership in groups, clubs and community.
- 7.4 Be aware of the consumer's local community and use local services.
- 7.5 Support the consumer to meet their neighbour's and encourage neighbourly spirit.