

Position Description

Position Title	Residential Support Worker
Position Reports to	Manager – Accommodation Services/Executive Manager St Arnaud & Customer Coordination
Position Leads	NIL
Location	Ballarat/St Arnaud
Last Updated	March 2023

Why are we here?

Purpose: We partner with our customers to create their best life.

Our Vision: To fulfil the unmet support needs of our community and enrich lives every day.

How do we do this?



What is your purpose?

The position is responsible for supporting people with a disability that live in McCallum's Accommodation houses to build capacity to lead self-directed lives. This includes providing:

- Whole of life support to a group of people in their own homes such as supporting residential participants with daily living tasks such as personal care, preparing meals and cleaning.
- Support for residential participants to access the community which could include taking them to the shops, driving them to appointments and going on outings.

McCallum has a zero tolerance approach to abuse and neglect so a key component of this role is to take action by reporting if you see that customers are experiencing discrimination, exploitation, neglect, abuse and/or violence.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Customer Service Delivery	<ul style="list-style-type: none"> • Understand residential participant’s NDIS and SMART goals and ensuring supports are provided in line with these. • Assist with daily living, personal and self-care routines. This may involve transferring and hoisting in line with OH&S guidelines. • Provide complex health support as needed such as catheter management and complex bowel care as per procedures and training provided. • Support residential participant’s to manage their finances. • Develop and/or maintain participant’s skills to manage their shopping, household tasks and other life skills and responsibilities. • Base all supports and services on the residential participant’s strengths, needs, interests and goals (as per their support plans) as well as OHS requirements. • Determine how residential participants are progressing towards their goals and ensure this is documented in a clear and effective way in alignment with McCallum procedures. • Drive residential participants to appointments, work, activities etc. as and when required. • Contribute to the development and implementation of residential participant’s individual plans and goals. • Support and encourage residential participants to achieve their personal goals. • Monitor progress towards residential participant’s goals and ensure this is documented in a clear and effective way. • Provide feedback to the management team and other team members through agreed communication procedures. This includes if providing feedback on the effectiveness of Positive Behaviour Support plans. • Continually monitor and review residential participant’s needs and listen to feedback from their family/carers. • Providing information to the House Supervisor, Manager and team as the residential participant’s needs change so that their plans can be kept up to date. • Confidentially and confidently raising concerns or issues with other staff or line management following up to ensure they have been addressed.

<p>Administration</p>	<ul style="list-style-type: none"> ● Ensure effective record keeping and that all administration and documentation is kept up to date by: <ul style="list-style-type: none"> ○ Completing file notes including recording significant events, milestones and progress towards goals in the customer record database after every shift. ○ Filling in and reading the Communication Book and diary, SRS notes, team meeting minutes and incident reports every shift. ○ Ensuring communication with families and other members of a residential participant’s support team occur in a timely manner. ○ Ensuring timekeeping for hours worked are submitted accurately in alignment with procedures. ○ Ensuring incidents are reported upon and escalated as appropriate in alignment with procedures. ○ Accurately completing relevant forms as required (i.e. ABC charts, injury reports etc.) in a timely manner. ○ Keeping to the weekly budget of household expenditure and completing relevant forms/processes within required timeframes.
<p>Quality and OH&S</p>	<ul style="list-style-type: none"> ● Promote a positive and safe work culture by: <ul style="list-style-type: none"> ○ Complying with the requirements of the Victorian Occupational Health and Safety (OHS) Act 2004 and related McCallum OHS policies and procedures. ○ Identifying and resolving any OHS hazards and incidents in a timely manner in alignment with the policy. ○ Ensuring awareness, adherence and compliance with infection control and COVIDsafe practices and protocols, including wearing and maintaining personal protective equipment and clothing as per current policy and procedure. ○ Correct manual handling procedures are followed. ○ Ensuring correct food safety and food handling procedures are followed at all times. ○ Ensure fire safety drills, weekly checklists and training are up to date in line with McCallum policies and procedures. ● Providing effective and appropriate first aid to participants as and when required, in line with the Injury and First Aid Procedure. ● Ensure all policies and processes are followed in line with our Quality Management System.

	<ul style="list-style-type: none"> • Keep informed of changes to policies, procedures and McCallum news by regularly checking McCallum’s communication platform (i.e Blink). • Champion McCallum’s Code of Conduct and values, acting in accordance with our policies and procedures at all times.
Self-care and professional development	<ul style="list-style-type: none"> • Actively participate in regular feedback meetings with your line manager. • Work with your line manager to establish reasonable performance goals, standards and deadlines. • Attend meetings, workshops, conferences and training as required. • Complete all mandatory training, including online training within specified timeframes. • Identify and seek appropriate resources to support your own health and wellbeing.

NDIS Workforce Capability Framework – General Support Work

The following are an excerpt from the NDIS Workforce Capability Framework and should be read in conjunction with the Framework. NDIS may update these from time to time and any new changes will also be required to be complied with. A link to the Framework can be found on Blink.

Our Relationship	<ul style="list-style-type: none"> • Uphold participant’s rights: Understand and respect the rights of the participant. Speak up and support the participant if those rights are not respected. • Communicate effectively: Support participants to express themselves and adjust your communication style to suit their needs and preferences. • Build trusted relationships: Develop and maintain professional relationships with the participants and others present in their lives (friends, family, etc.), based on mutual trust and respect. • Work collaboratively: Recognise the roles and expertise of each person in the participant's support team and work with them to provide support.
Your Impact	<ul style="list-style-type: none"> • Show self-awareness: Think about how your actions impact on the quality of support you provide, seek feedback, and keep improving your practice.

	<ul style="list-style-type: none"> • Work within your capabilities: Know your role and responsibilities, and when to seek support from others to develop your capabilities. • Look after yourself: Take care of yourself and manage your wellbeing.
Support Me	<ul style="list-style-type: none"> • Understand what a good life means to the participant: Find out what a good life means to participants without imposing your own assumptions. • Support participants to make their own choices: Support participants to understand, explore and think creatively about their options, and uphold their decisions. • Build the capacity of the participants you work with: Understand how the person you are supporting would like to participate in society and support them to build their knowledge and connections so they can live the life they want.
Be Present	<ul style="list-style-type: none"> • Observe and respond flexibly to the changing needs of participants: Be present, pay attention to how the needs of participants may change, and respond accordingly. • Manage health and safety: Support participants to look after their health. Take action and manage any health and safety risks to them or yourself. • Engage and motivate participants: Support participants to build on their strengths and engage them in meaningful ways.
Check In	<ul style="list-style-type: none"> • Review quality of support and service: Work with participants to make sure services and supports are enabling them to live the life they want and support them to make changes when needed. • Support participants to speak up: Build understanding and confidence of participants to exercise their rights and support them to provide feedback and to raise any concerns, complaints or incidents.

Additional NDIS Framework Capabilities

<p>Be responsive to participants' Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse and LGBTIQ+ identity</p>	<p>Understand and respond to participant's desired connection to culture, country, community and language. This may include taking them to cultural or religious events (parades, church services, rallies etc.). Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants, such as acknowledging the role participants want their family and community to play in their life and decisions, the use of interpreters and fostering a sense of belonging and participation.</p>
<p>Support participants to implement health and allied health support plans</p>	<p>Work with participants and their health or allied health practitioner to ensure participants have access to the health, allied health and mental healthcare they need, and that participants can put their health and allied health support plans into practice. Understand when and how to seek input or advice.</p>
<p>Support participants to implement their mealtime plans</p>	<p>Understand participant's mealtime plan and work with participants to put it into practice. Understand and watch for things that might make it difficult for participants to eat (eg difficulty swallowing). Know what to do to support participants to eat safely and enjoy their meals and act promptly if participants are experiencing a problem.</p>
<p>Support participants to implement their medication plans</p>	<p>Support participants to understand their medication plan. Use appropriate aids and methods to support participants to take their medication.</p>
<p>Support participants to implement positive behaviour support plans</p>	<p>Work with participants, and their behaviour support practitioner, to support participants to implement their plan to better understand and adapt their behaviours.</p>
<p>Support participants with their psychosocial disability</p>	<p>Understand how participant's psychosocial disability can influence their capacity, confidence, relationships and circumstances. Work with participants in ways that support participants to lead the life they want. Apply principles of recovery-oriented and trauma-informed practice when supporting participants to meet their needs.</p>
<p>Support participants with their experience of trauma</p>	<p>Understand how participants' experience of trauma influences their capacity, confidence, relationships, circumstances and sense of safety, and respond appropriately. Support participants to use their strengths, build their confidence, and put their chosen coping strategies into practice.</p>
<p>Support participants with their complex, challenging or changing social circumstances</p>	<p>Understand the impact of interacting with multiple systems and supports, changing circumstances and potential barriers to accessing supports. Be aware of your personal assumptions and biases and work with participants and others to negotiate solutions and support participants strengths, capacity and circumstances.</p>

What do I need to be a success? (Attributes)

Integrity

- Deliver on your word and follow through with action
- Be honest in your interactions with everyone at work
- Ensure your behaviours and actions are in line with McCallum's Code of Conduct and our values

Collaboration

- Listen to others and give them a chance to provide their input
- Actively participate in meetings and share information and ideas
- Work with your colleagues to achieve team goals and the best outcomes for our residential participants

Accountability

- Take responsibility for your actions, behaviours and decisions
- Value and take ownership of your work contribution
- Be prepared to receive feedback and learn from your experiences

Respect

- Treat people how you want to be treated
- Actively listen to colleagues and residential participants
- Accurately communicate your availability and be relied on to work your rostered shifts.

Equity

- Recognise everyone's contribution and value
- Treat everyone fairly
- Embrace everyone's diversity and culture

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check**
- **NDIS New Worker Orientation Module Certificate of Completion**
- **Right to Work in Australia**
- **Current Australian Drivers Licence**
- **Current First Aid and CPR Certificate**
- **Full vaccination for COVID-19 in alignment with McCallum Policies or any relevant Government requirements.**

Essential

- A willingness and ability to form effective working relationships with people with a disability in ways that uphold their rights, maximise their independence and opportunities, and support them to lead the life they want.
- Availability to work weekends and sleepover shifts in our Accommodation houses as reasonably required.
- Demonstrated commitment to working as part of a team as well as being able to work unsupervised.
- Demonstrated ability to work in an autonomous, driven partnership with residential participants.
- Understanding of and a commitment to the delivery of services to people with a disability in line with the guiding principles of the NDIS Quality and Safeguards Commission.
- Sound verbal and written communication skills.
- Developed computer skills such as; word, excel, outlook etc. and the ability to learn and utilise new software including the online rostering service, Customer Record systems and messaging / communication systems.

Desirable

- Demonstrated experience in the delivery of contemporary disability supports.
- Certificate IV in Disability Studies, Community Services and/or equivalent tertiary qualification.
- Experience supporting complex medical needs.
- Understanding of the NDIS Act 2013, Disability Act 2006 and other relevant legislation.

Work Environment

Physical Requirements

This position will involve some physical work/manual handling tasks such as when assisting residential participants at times with their mobility and personal care etc. This may include bending, stretching, pushing and pulling. No resident is to be lifted without the use of a hoist but manual handling is still required to assist some residents in a range of situations with appropriate equipment, training, and individualised plans. Equipment may also need to be carried or moved as required.

The position will also require driving company vehicles including vans and small buses to transport residential participants. This may include assisting with moving wheelchairs and walking aids in and out of the vehicles.

Psychosocial Conditions

Working with people with disabilities is very rewarding; but it can also be challenging. Communication and behavioural issues outside the participants' control can occur. Staff will be provided information, support and training on how to manage and report these instances, as well as reading, understanding and implementing behavioural support plans where required. Resilience and self-care may be required, along with debriefing and other supports.

Environmental Conditions

This position involves actively supporting residential participants at home in our purpose built facilities with life skills (cooking, cleaning, laundry etc.) and out and about in the community (including, but not limited to, gardening, medical appointments, grocery shopping, going to football, movies, cafes, bands etc). This will involve work inside our homes and may involve outdoor work including walking, sports, swimming, parks, beaches etc. When working offsite there will be environmental conditions outside of McCallum's control. Risk assessments, detailed rosters, and other relevant policies and procedures will be provided and explained to protect your safety in these environments.

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____