

## Position Description

Position Title	Lifestyle Options Support Worker
Position Reports to	Manager – Lifestyle Options/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 in the Lifestyle Options program to build capacity to lead self-directed lives. This includes:

- Providing support to people in their own homes to assist with daily living tasks such as personal hygiene, cooking, eating & nutrition and domestic assistance.
- Assisting participants access the community which could include engaging in social & leisure activities, health care appointments and shopping.

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"> <li>• Understand participants' NDIS and SMART goals and ensuring supports are provided in line with these.</li> <li>• Assist with daily living, personal and self-care routines. This may involve transferring and hoisting in line with OH&amp;S guidelines.</li> <li>• Develop and/or maintain participant's skills to manage their independent living skills including; personal hygiene, dressing</li> </ul>

	<p>and clothing care, health care, cooking, eating &amp; nutrition, home management and home safety, personal growth; awareness and problem solving.</p> <ul style="list-style-type: none"> <li>• Support participants with PEG feeds as required, in line with the participant’s support plan, McCallum’s policies and procedures and training.</li> <li>• Base all supports and services on the participant’s strengths, needs, interests and goals (as per their support plans) as well as OHS requirements.</li> <li>• Ensure that participants can access the community using the most independent means possible. This usually involves transporting participants to appointments and activities. This could involve catching public transport, catching taxis or driving customers in your car.</li> <li>• Determine how participants are progressing towards their goals and ensure this is documented in a clear and effective way in alignment with McCallum procedures.</li> <li>• Contribute to the development and implementation of participant’s individual plans and goals.</li> <li>• Support and encourage participants to achieve their personal goals.</li> <li>• Provide services and supports in line with participants allocated funding parameters. For example by following customer kilometre guidelines as per travel procedures.</li> <li>• Provide feedback about the participant’s experience/needs to line management and other team members through agreed communication procedures as participants needs change, so their plans can be kept up to date.</li> <li>• Confidentially and confidently raise concerns or issues with administration staff or line management and following up to ensure they have been addressed.</li> </ul>
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>• <b>Ensure effective record keeping and that all administration and documentation is kept up to date by:</b> <ul style="list-style-type: none"> <li>○ Completing file notes in the customer record database after every shift, including recording significant events, milestones and progress toward goals.</li> <li>○ Ensuring timekeeping for hours worked including applicable travel are submitted accurately in alignment with procedures.</li> <li>○ Ensuring incidents are reported upon and escalated as appropriate in alignment with procedures.</li> <li>○ Accurately completing relevant forms as required (i.e. kilometres travelled), in a timely manner.</li> </ul> </li> </ul>

<p><b>Quality and OH&amp;S</b></p>	<ul style="list-style-type: none"> <li>● <b>Promote a positive and safe work culture by:</b> <ul style="list-style-type: none"> <li>○ Complying with the requirements of the Victorian Occupational Health and Safety (OHS) Act 2004 and related McCallum OHS policies and procedures.</li> <li>○ Identifying and resolving any OHS hazards and incidents in a timely manner in alignment with the policy.</li> <li>○ Ensuring awareness, adherence and compliance with infectious control and COVIDsafe practices and protocols, including wearing and maintaining personal protective equipment and clothing as per current policy and procedure.</li> <li>○ Correctly follow manual handling procedures as and when required.</li> <li>○ Ensuring correct food handling procedures are followed.</li> <li>○ Following the Personal Security &amp; Remote Work procedure.</li> </ul> </li> <li>● Provide effective and appropriate first aid to participants as and when required, in line with the Injury and First Aid Procedure.</li> <li>● Ensure all policies and processes are followed in line with our Quality Management System.</li> <li>● Keep informed of changes to policies, procedures and McCallum news by regularly checking McCallum’s communication platform (i.e Blink).</li> <li>● Champion McCallum’s Code of Conduct and values, acting in accordance with our policies and procedures at all times.</li> </ul>
<p><b>Learning and development</b></p>	<ul style="list-style-type: none"> <li>● Actively participate in regular feedback meetings with your line manager.</li> <li>● Work with your line manager to establish reasonable performance goals, standards and expected timeframes.</li> <li>● Attend meetings, workshops, conferences and training as required.</li> <li>● Complete all mandatory training, including online training within specified timeframes.</li> <li>● Identify and seek appropriate resources to support your own health and wellbeing.</li> </ul>

## 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 and any new changes will also be required to be complied with. A link to the Framework can be found on Blink.

<b>Our Relationship</b>	<ul style="list-style-type: none"> <li>• <b>Uphold participant’s rights:</b> Understand and respect the rights of the participant. Speak up and support the participant if those rights are not respected.</li> <li>• <b>Communicate effectively:</b> Support participants to express themselves and adjust your communication style to suit their needs and preferences.</li> <li>• <b>Build trusted relationships:</b> Develop and maintain professional relationships with the participants and others present in their lives (friends, family, etc.), based on mutual trust and respect.</li> <li>• <b>Work collaboratively:</b> Recognise the roles and expertise of each person in the participant's support team and work with them to provide support.</li> </ul>
<b>Your Impact</b>	<ul style="list-style-type: none"> <li>• <b>Show self-awareness:</b> Think about how your actions impact on the quality of support you provide, seek feedback, and keep improving your practice.</li> <li>• <b>Work within your capabilities:</b> Know your role and responsibilities, and when to seek support from others to develop your capabilities.</li> <li>• <b>Look after yourself:</b> Take care of yourself and manage your wellbeing.</li> </ul>
<b>Support Me</b>	<ul style="list-style-type: none"> <li>• <b>Understand what a good life means to the participant:</b> Find out what a good life means to participants without imposing your own assumptions.</li> <li>• <b>Support participants to make their own choices:</b> Support participants to understand, explore and think creatively about their options, and uphold their decisions.</li> <li>• <b>Build the capacity of the participants you work with:</b> 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.</li> </ul>
<b>Be Present</b>	<ul style="list-style-type: none"> <li>• <b>Observe and respond flexibly to the changing needs of participants:</b> Be present, pay attention to how the needs of participants may change, and respond accordingly.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Manage health and safety:</b> Support participants to look after their health. Take action and manage any health and safety risks to them or yourself.</li> <li>• <b>Engage and motivate participants:</b> Support participants to build on their strengths and engage them in meaningful ways.</li> </ul>
<b>Check In</b>	<ul style="list-style-type: none"> <li>• <b>Review quality of support and service:</b> 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.</li> <li>• <b>Support participants to speak up:</b> Build understanding and confidence of participants to exercise their rights and support them to provide feedback and to raise any concerns, complaints or incidents.</li> </ul>

### Additional NDIS Framework Capabilities

<b>Be responsive to participants' Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse and LGBTIQ+ identity</b>	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.
<b>Support participants to implement health and allied health support plans</b>	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.
<b>Support participants to implement their mealtime plans</b>	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.
<b>Support participants to implement their medication plans</b>	Support participants to understand their medication plan. Use appropriate aids and methods to support participants to take their medication.
<b>Support participants to implement positive behaviour support plans</b>	Work with participants, and their behaviour support practitioner, to support participants to implement their plan to better understand and adapt their behaviours.

<b>Support participants with their psychosocial disability</b>	<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>
<b>Support participants with their experience of trauma</b>	<p>Understand how participant’s 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>
<b>Support participants with their complex, challenging or changing social circumstances</b>	<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 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 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 Driver's Licence, comprehensive insurance and a reliable registered motor vehicle**
- **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.
- A willingness to work in a remote environment and provide support to customers on a 1:1 ratio.
- Availability to work at least one weekend a fortnight. Sleepover shifts and active night supports may be required from time to time.
- 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 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 may occasionally involve some physical work/manual handling tasks such as when assisting participants at times with their mobility and personal care etc. This may include bending, stretching, pushing and pulling. No participant is to be lifted without the use of a hoist but manual handling is still required to assist some participants in a range of situations with appropriate equipment, training, and individualised plans. Equipment may also need to be carried or moved as required.

You will be required to use your own vehicle to drive to and from participant's homes, and to transport participants in your vehicle to and from appointments, outings etc. As such you must be physically able to drive continuously for up to 2 hours at a time.

### Psychosocial Conditions

Working with people with disabilities is very rewarding; but it can also be challenging. Communication and behavioural issues outside the participant's 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 engaging participants at home with life skills, and out and about in the community with a variety of activities (including, but not limited to, cooking, gardening, medical appointments, grocery shopping, going to football, movies, cafes, bands etc). This will involve work inside participant's private homes, cinema's, theatres, cafes etc. and may involve outdoor work at sporting grounds, swimming, parks, beaches etc.

When providing support in the community, the environmental conditions will be outside of the organisation's control. Support Workers will be required to take care and ensure you report any hazards or near misses so that we can report them to the relevant authority, organisation, council etc.

When providing support in participant's homes, environmental conditions are also outside of the organisation's control. Home visit checklists are utilised, but conditions can change such as pets, cleanliness, damage etc. Support Workers will need to take care at all times and will be trained on how to report any concerns.

Risk assessments, detailed rosters, relevant PPE and other relevant policies and procedures will be provided and explained to protect your safety in these varying environments.

### Approval:

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CEO Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_