

POSITION DESCRIPTION

Role Title:	Community Support Worker		
Reports to:	NDIS Manager	Date Approved:	8 May 2020
Award:	Social, Community, Home Care and Disability Services Industry Award 2010.	Classification:	Level 2, Pay Point 1

ORGANISATIONAL CONTEXT

The Broome Regional Aboriginal Medical Service (**BRAMS**) is an Aboriginal Community Controlled Health Service. When we opened our doors in 1978, BRAMS was the first remote Aboriginal Medical Service in Western Australia.

BRAMS provides comprehensive, holistic and culturally responsive primary health care and social and emotional wellbeing services to Aboriginal people living in Broome. BRAMS provides more than 40,000 occasions of service to the Broome community each and every year.

Our Vision

Healthy People – Strong Community – Bright Future

Our Mission

Provide holistic and culturally responsive health and wellbeing services for Aboriginal and Torres Strait Islander People. That means making our Mob healthy.

Our Guiding Values

Respect: Treat one another and others with respect.

Integrity: Be truthful, honest and ethical in our dealing with one another and others.

Accountability: Take responsibility for what we do and the decisions we make.

Quality: Provide high quality services that meet the expectations of our clients and the community.

PRIMARY PURPOSE AND FUNCTION OF THE ROLE

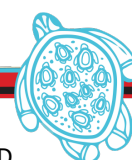
The Community Support Worker is responsible for providing individualised support services to NDIS participants, in a wide range of environments including participant's homes, and community based activities. The Support Worker is required to provide a high level of customer service to participants and assist then Activities include supporting participants to achieve goals in line with their NDIS plan, while building their ability, confidence and capacity to manage daily living.

The role requires knowledge and understanding of the disability sector and service standards, human rights, and the principals of person centred plans, and the participant's individual choice and control regarding supports.





KEY RESPONSIBILITIES	MAIN DUTIES
<p><u>Person Centred Support</u> Understands person centred approach and assists with practical implementation of plans and services enabling participants to meet identified goals and aspirations.</p>	<ul style="list-style-type: none"> Actively encourages and engages participants to engage in independent decision making to their level of capability. Respects what is important to each person and assists them to explore and choose from suitable/available options. Follows plans outlining goals/aspirations and aligns chosen supports to the individual needs of the participant.
<p><u>Participation and Inclusion</u> Supports participants in identifying and accessing community activities, cultural activities, education/training or employment.</p>	<ul style="list-style-type: none"> Assists participants to safely explore options for participation and inclusion at home and in the community. Proactively works to organize and reduce barriers to participation for participants, assisting with advocacy where necessary.
<p><u>Communication</u> Uses effective communication and interpersonal skills to build rapport and understand participants needs, and supports required.</p>	<ul style="list-style-type: none"> Uses clear and concise communication to understand participant’s needs and support them in working towards identified goals. Flexible in approach, adapts communication if necessary- in situations requiring de-escalation, or resolution of identified issues. Communicates openly and professionally with other staff, family members and others as required. Provides relevant clear and factual information in written communication and record keeping.
<p><u>Teamwork</u> Works collaboratively within a team, willing to share knowledge and information and provide support and guidance to other staff as required.</p>	<ul style="list-style-type: none"> Able to work with minimal supervision and effectively manages own workload, and completion of tasks to required standards and timeframes. Participates in team meetings and ongoing training relevant to the role, as required. Maintains professional networks, and updated information of suitable services and activities available for participants in the community. Professional approach to work practices and following organisational policies and procedures.
<p><u>Administration and Reporting</u> Creates and maintains accurate electronic</p>	<ul style="list-style-type: none"> Creates and maintains clear factual case notes of supports delivered, and updated





<p>participant records, support details and reports as required.</p>	<p>electronic records for participants.</p> <ul style="list-style-type: none"> • Uses relevant technology and mobile equipment while on the job, to manage workload and record hours of support delivered. • Completes relevant written support plans, risk assessments, plan reviews and other documents with participants as required.
<p><u>Occupational Health & Safety</u> Safe workplaces and environments are provided and maintained for Staff, Clients and external stakeholders.</p>	<ul style="list-style-type: none"> • A positive workplace culture free of bullying, harassment and discrimination is promoted. • All reasonable and practical steps to ensure the safety, health and welfare of all staff and clients in accordance with legislation and policies are taken. • Immediate intervention occurs wherever unsafe work practices are observed.
<p><u>Aboriginal Ways of Working</u> Demonstrate a personal understanding of responsive ways of working with Aboriginal Clients, Staff and Communities.</p>	<ul style="list-style-type: none"> • Aboriginal clients, staff and communities are supported in a way which protects and respects their cultures.
<p>The duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role. BRAMS reserves the right to vary the Position Description.</p>	

KEY RELATIONSHIP/REPORTING LINES

<p><u>Accountability</u> The Community Support Worker is accountable to the NDIS Manager.</p>
<p><u>Direct Reports</u> The position does not have direct reports.</p>
<p><u>General Relationships</u> Build effective relationships across the organisation, community groups and Aboriginal communities.</p>

ESSENTIAL CREDENTIALS

<p>It is a requirement of BRAMS for employees to provide a current National Police Certificate and a current Working with Children Check.</p> <p>BRAMS reserves the right to immediately terminate employment and/or withdraw offers of employment where it is deemed previous criminal (unspent) charges and/or pending charges may</p>
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bring the Corporation and/or programs or services delivered by the Corporation into disrepute.

A current drivers licence is a requirement of the role.

SELECTION CRITERIA

Candidates for the position of Community Support Worker must address the following selection criteria:

Essential Criteria

- Demonstrated experience working in a disability service.
- Excellent oral and written communication skills, organisation and time management skills.
- Problem solving and analytical skills.
- Ability to develop and maintain professional networks related to disability services.
- Current First Aid Qualification or willingness to obtain.
- Valid driver's license.

Desirable

- Previous experience within an Aboriginal and Torres Strait Islander Community Controlled Health Service.
- Certificate III in Individual Support or willingness to obtain.

APPROVAL

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Employee Name:

Date:

Employee Signature:

Manager Name:

Date:

Manager Signature:

