

POSITION DESCRIPTION

Position Specifications

Position Title:	Support Worker
Division:	HomeCare+
Reporting to:	Regional Team Leader or Client Service Coordinator
Employment Type:	Permanent

Role Purpose

Support Workers are responsible for delivering quality, person-centred supports to our community-based clients living with a disability, with a key focus on enabling them to live their potential.

Key Performance Areas

Service Provision

- Deliver support to clients in all aspects of daily living needs and as detailed in their Support Plans, including personal care, domestic duties and community access activities
- Provide person-centred support, enabling client choice, control, and active participation in all aspects of their daily living
- Contribute to client safeguarding by ensuring the timely reporting of any concerns or changes to the client's service delivery
- Deliver a client focussed service through adherence and demonstrated commitment to company values.

Employee Relations

- Build effective and trusted relationships with workers, peers, leaders, and all other key stakeholders
- Collaborate with all members of the team with a positive and achievement-focused approach to contribute to the realisation of PQSA's overarching strategy.

Organisational Sustainability

- Contribute to client safeguarding and service excellence
- Ensure compliance with all organisational policies and procedures
- Lead in a way that reflects our core values and culture statement
- Maintain strict confidentiality of all sensitive information pertaining to PQSA/HomeCare+.

Work, Health and Safety (WHS)

- Work safely within your environment by adhering to WHS policies, procedures and guidelines

- Promote a strong safety culture by promptly reporting any WHS concerns, incidents or hazards
- Contribute to a positive work health and well-being culture by being a supportive, constructive, and inclusive team member.

Knowledge, Skills & Experience

Essential

- Tertiary qualifications in Individualised Support, other relevant discipline, or equivalent industry experience
- Demonstrated experience supporting people living with a disability
- Highly developed interpersonal skills, with a proven ability to communicate with a diverse range of people and maintain a high level of customer service
- Ability to work effectively in an autonomous role
- Ability to respond with empathy and maintain calm in stressful circumstances
- Problem-solving and time management skills.

Desirable

- Extensive experience within the Disability sector or community care setting
- Knowledge of NDIS worker requirements in relation to restrictive practices and person-centred support.

Special Conditions

- Current South Australian full drivers' licence is essential
- DHS Working with Children Check and NDIS Worker Check and any relevant screenings as stipulated by DHS/NDIS with at least 6 months' validity
- Current Provide First Aid certificate
- Intrastate travel, work outside of normal business hours and willingness to obtain skills and travel to clients as directed.

Our Values

We strive to conduct ourselves, in everything we do, according to our set of five key values.

- **Excellence** - We always achieve the highest quality and consistently go above and beyond
- **Innovation** - We are brave and creative. It's OK to challenge the status quo. We lead by standing out
- **Responsiveness** - We get positive outcomes by anticipating, acknowledging, informing, and acting
- **Equality** - We treat everyone fairly and with dignity and respect
- **Ethical Behaviour** - We are honest, fair, diligent, and trustworthy. We live our values.

Our Culture Statement

Our culture and what we stand for is everyone's responsibility.

<p>We Deliver:</p> <ul style="list-style-type: none"> • by taking personal accountability for our performance • with a can-do attitude • by going the extra mile • a standard of excellence with enthusiasm, pride, and integrity. <p><i>We won't shirk our responsibilities or blame others</i></p>	<p>We Grow:</p> <ul style="list-style-type: none"> • by accepting challenges and being focused on solutions • by calling out inappropriate behaviour • through creativity and innovation • with collaboration and the sharing of ideas. <p><i>We won't walk past bad behaviour</i></p>
<p>We Inspire:</p> <ul style="list-style-type: none"> • trust in each other to achieve high performance • by celebrating and recognising achievements • by fostering a workplace where everyone pitches in • by encouraging everyone to have a voice. <p><i>We won't be dismissive, aggressive, or intimidating</i></p>	<p>We Support:</p> <ul style="list-style-type: none"> • by creating a safe and happy environment for everyone • through open, honest and respectful communication • by sharing the load and supporting our teammates • with empathy, inclusivity, and courtesy. <p><i>We won't make people feel unsafe or anxious</i></p>

What we don't stand for is also everyone's responsibility.