

<b>Position Title:</b>	Senior Support Worker
<b>Division:</b>	Operations
<b>Direct Reports:</b>	NIL

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 2,500 staff and provide empowering, personalised services to over 14,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Provide people with a disability with opportunities for continued learning and life skill development and participation in the community, which increase their independence and ability to meet their life goals.

### KEY OBJECTIVE OF THE POSITION:

- Role model the policies and procedures, values and standards of Northcott.
- Support the Coordinator with day to day operations and direction of activities within the program in accordance with the Policies and Procedures of Northcott and the Disability Services Standards.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Knowledge of person centred practices
- Ability to establish effective and professional working relationships with customers
- Highly developed communication, problem solving and organisational skills
- Ability to motivate and encourage customers in all activities
- Ability to facilitate workshops to groups of people
- Ability to drive a 12 seater van is desirable

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience working with people with a disability, assisting them to achieve outcomes
- Experience in using initiative, working both autonomously and as part of a team
- First Aid Certificate
- Driver's Licence
- Knowledge of the National Disability Standards
- Knowledge of WHS principles, including safe manual handling procedures

### DELEGATION LEVEL

- NIL

### CORE COMPETENCIES OF THE ROLE

- Problem Solving & Decision Making - Defines extent of problem areas and develops solutions.
- Consumer Focus - Meets internal and external customer needs in a timely and courteous manner.
- Communication - Listens effectively, conveys and receives ideas, information and direction.
- Teamwork - Contributes to the team on areas of specialisation or a specific role.
- Professionalism - Displays a professional attitude with regards to oral communication, written communication and dress attire.
- Initiative – Independently contributes ideas and projects, sees and acts upon opportunities.
- Ethical Behaviour - Ensures their dealings with all others are non-discriminatory, respectful, consistent, timely and equitable.
- Safety - Has a strong understanding of WHS principles and applies these in the workplace
- Leadership – provides clear guidance to other workers, while role modelling desired behaviours

### DUTIES

The typical duties of this position include:

1. Develop and facilitate program activities and workshops in conjunction with customers and other support staff.
2. Organise group activities and general day to day logistics, including allocation of work to other lower level workers.
3. Provide direction guidance and on the job coaching to Level 1 and Level 2 Support Workers.
4. Welcome new staff and induct staff in centre procedures.
5. Contribute to incident reporting and escalate incidents to Coordinator.
6. Establish effective communication with customers using whatever means of communication is appropriate for each individual.
7. Consult with customers and take account of their wishes in all matters relating to their care with the proviso that Duty of Care and WHS issues must also be considered.
8. Implement and review customer goals and strategies.
9. Record the progress of each customer in line with relevant documentation.
10. Provide transport for customers or assistance to use public transport.

11. Provide physical assistance as required. This may include:
  - a. Assistance with meals.
  - b. Assistance with toileting.
  - c. Transfers/hoisting between toilet, wheelchair, motor vehicle, etc.
  - d. Medical/special procedures where required.
  - e. Administering medication where required.
  - f. Physical assistance to participate in activities.
  - g. Housekeeping duties.
12. Support and actively encourage customer's participation in decision-making about their own program and about the service.
13. Complete documentation as required. This may include:
  - a. Customer notes
  - b. Shift reports
  - c. Learning Logs / Monthly reports
  - d. Risk management / Positive behavior support
  - e. Medication forms
  - f. Timesheets
14. Attend staff meetings, supervision meetings, training and other relevant meetings as required.
15. Perform the necessary duties to ensure that the premises and vehicles are kept clean and tidy.
16. Contribute to individual service planning and review.
17. Maintain a professional standard of behaviour in keeping with the Northcott's Code of Conduct.
18. Work effectively as part of a team and utilise grievance procedures if problems arise.
19. Utilise a Positive Behaviour Support approach when working with customers, to follow Northcott's Positive Behaviour Support policy and procedure, and to participate in the development, implementation and record keeping for all related plans as applicable to their role.
20. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures.
21. Assist Coordinator with basic administrative tasks, as required
22. Effective communication with coordinator to ensure continuous improvement of service delivery to Northcott's customers

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**