

POSITION DESCRIPTION

Position Title / Classification:	Mobile Senior Support Worker
Section:	Direct Services
Award:	ALARA QLD Limited Enterprise Agreement 2015 – Level 3
Status:	Permanent Part time (hours by negotiation)
Location:	8 Warwick Rd Ipswich
Date Prepared:	20 March 2020
Position Reports To:	Direct Service Manager

Our Vision

At ALARA, our vision is to be recognised as an innovator in the creation of sustainable, inclusive and value –driven quality service solutions for our customers.

In the Ipswich, Lockyer, Somerset and surrounding areas we provide a range of services including:

- In-home (domestic and personal care) support
- In-home and hub based respite care
- Community access, participation and inclusion
- Learning and life skills development groups
- Accommodation support
- Information and Advocacy
- Social, Leisure, Sporting and Recreational Activities
- Fitness and Wellness programs
- Creative Arts Programs
- Services for Older Australians
- Services for Children and Teenagers
- Support Coordination
- Plan Management and Financial Intermediary services
- Supports Coordination

The Organisation

ALARA QLD Limited is a non-denominational disability service provider, originally established as Respite Care Services (Ipswich) Inc in 1991. In 2000, the organisation underwent a name change to ALARA Association Inc. to better reflect its services and in 2013 became ALARA QLD Limited, a company limited by guarantee.

ALARA means:

Access

Lifestyle Support

Accommodation Support

Respite

Activities

It is a not-for-profit provider of community and support services that are individualised and responsive to the needs of people with a disability, their carers and families. Services are provided in the Ipswich, Somerset and Lockyer and surrounding areas.

ALARA provides direct personal care, community access and a range of programs and activities to suit over 800 individual clients. Funding is received from the Queensland Government Department of Communities, Disability Services and Seniors, the National Disability Insurance Scheme and from the Federal Department of Health. Services are also purchased directly by our customers.

ALARA'S Values

ALARA services are provided in a way that is consistent with the following values:

Value 1: Person Focused

We will be **Person Focused** and aim to meet individual needs.

Value 2: Responsive

We will be **Responsive** and flexible within our resource limitations.

Value 3: Partners

We will be **Partners** with our customers, carers, families, staff, volunteers, members, the community and funding bodies.

Value 4: Safety

We are committed to ensuring the physical and emotional **Safety** of everyone involved with ALARA QLD Limited.

Value 5: Respect

We will operate with **Respect**, dignity, confidentiality, accountability, equity and honesty with transparent and open communication

Value 6: Excellence

We will **Strive** for excellence through learning, innovation, creativity and change

ALARA'S Services

ALARA provides a range of services for people with a disability and older Australians, and their carers, including:

In-home Support

ALARA provides a range of services to enable people to be as independent as possible in their own home. This can include personal care support and assistance with cooking and cleaning.

In-home Respite

ALARA provides in-home support to provide appropriate support to the service user while their primary carers (parents, partner/spouse/family members) have a break from their caring role.

Community Connection, Access, Participation and Inclusion

Service Users are provided opportunities to learn/maintain skills, expand their personal networks and to participate in the life of the community.

Information and Advocacy

Service Users and their representatives are involved in the co-design of their support and given information regarding other services and events in the community that they can access to meet their needs. Where appropriate, they are encouraged to access services which can speak and act on their behalf to ensure their needs are addressed.

Social, Sporting, Leisure and Recreational Activities

ALARA's Activities Program includes sporting, mixed social activities, school holiday programs, getaways and supported holidays.

Fitness and Wellness Programs

ALARA's qualified personal trainers are available on a group or individual basis to help individuals achieve their fitness goals. ALARA also runs a range of group activities with a health and wellness focus.

Community Hubs

ALARA has Community Hubs or "Luke's Place Centres" in Ipswich, Esk and Lockyer. Each hub provides access to a diverse range of opportunities designed around the interests and preferences of individuals and the group.

Creative Arts Programs

ALARA offers a range of Arts Program to support practising artists and budding artists to express their creativity, develop new techniques and explore new mediums.

Services for Older Australians

ALARA QLD Limited provides a range of services for older people that are designed to give them the control and flexibility they need to maintain their quality of life and independence.

Services for Children and Teenagers

ALARA provides services designed to support families in their caring role and a comprehensive range of age appropriate supports to assist children and teenagers to develop social and practical skills and increase their independence.

Plan Management and Financial Intermediary Services

ALARA's NDIS Plan Management services give both NDIS and My Aged Care participants the benefits of self-management without the financial, administrative and coordination workload.

Support Coordination

ALARA is registered with the National Disability Insurance Agency (NDIA) to provide Coordination of Supports. The aim is to ensure that NDIS Participants have maximum choice and information about potential providers.

Community Awareness

ALARA strives to educate the community and make them more aware of, and more responsive to, the needs of people with disabilities.

Position Specification

1.1 Position purpose:

- To provide emergency or backup shift coverage in a designated area and to provide on the job support, training and assistance for designated support workers. This position facilitates support to people with a disability within their own home or in community locations. The person may have high personal care requirements or other special needs.

1.2 Key Responsibilities:

Under the general direction of the Direct Service Manager:

- To ensure seamless continuity of service delivery for people with a disability and families supported by the ALARA QLD Limited.
- To provide local leadership to the service support team and training and mentoring support for the new or relieving staff.
- To ensure the day to day provision of personal care support for people with a disability as required. This may include assistance with meals and maintenance of personal comfort and hygiene.
- To ensure that client related reporting and administrative activities essential to the operation of the service are carried out in a timely manner.

- To work collaboratively with the relevant Client Service Coordinators/Facilitators and Rosters team to identify opportunities to the effective and flexible use of human, financial and physical resources.
- To provide timely feedback to the relevant Coordinator/Facilitators regarding any issues or concerns (client, staff, workplace, health & safety, duty of care etc.).

1.2 Supplementary Responsibilities:

- To proactively contribute to identifying own training and development needs and to maintain up to date knowledge, skills and abilities.
- To participate in mandatory training and ongoing staff development opportunities.
- To work under direction while adhering to ALARA's policies, procedures, guidelines and instructions.
- To contribute effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- To contribute effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- To contribute effectively to the achievement of continuous improvement and the organisations vision and key outcome areas.
- To proactively contribute to the safeguarding and promoting the welfare of children, young people and vulnerable adults and older Australians

Key Selection Criteria

2.1 Qualifications

- Minimum Certificate III in Disability Studies or equivalent (Cert IV desirable)
- Certificate IV in Workplace Training and Assessment or willingness to complete this qualification

2.2 Key Selection Criteria

- Sound experience in the provision of support services for people with a disability including personal care support
- Flexible availability including mornings, evenings and one weekend per pay cycle
- Ability to provide local leadership and support to the local support worker team
- Ability to provide on the job training and mentoring to new and relieving support staff

- Effective organisational, time management, administrative and task prioritisation skills
- Ability to work semi autonomously and prioritise work within established policies, guidelines and procedures
- Well-developed interpersonal and communication skills, including sound written communication skills
- Demonstrated knowledge of contemporary human resources practices and concepts and workplace health and safety legislation and requirements
- Demonstrated basic computer skills including Microsoft Office applications

2.3 Other Requirements

- Current C Class Drivers Licence.
- Ability to meet the suitability requirements for a Positive Notice Blue Card for Child Related Employment and Disability Services Queensland Positive Notice Card
- Compliant National Police Check on commencement and every three years
- Commitment to the philosophy and objectives of the Queensland Disability Services Act, the NDIS Act 2013 (and Amendment 2016), the Aged Care Act 1997 (Cth) and associated Service Standards.
- Not be banned or suspended from the provision of services by either the NDIS Quality and Safeguards Commission or Aged Care Quality and Safety Commission.
- Hold a certificate of completion of the NDIS Worker Orientation Module*
- Flexibility to assist clients with essential supports during week days (including occasional early morning supports)
- Ability to meet the physical requirements of the role related to training and direct delivery of supports on an occasional basis
- Must provide proof of Australian Citizenship, be a Permanent Resident or hold a Valid Working Visa

* The NDIS Worker Orientation Module 'Quality, Safety and You' is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants. All registered NDIS providers under the NDIS Commission require that this module be completed to undertake work within Disability Services. Completion of the module will take approximately 90 minutes and is free. You can save, exit and return to the module at any time. Once completed, you will receive a certificate of completion that is to be provided when applying for any Disability services related roles. Training can be accessed at: <https://training.ndiscommission.gov.au/>