

POSITION DESCRIPTION

Position Title / Classification:	Support Worker (Direct Services) Level 2
Section:	Client Services Team
Award:	ALARA QLD Limited Enterprise Agreement 2015
Status:	Permanent Part time or Casual
Location:	Ipswich, Somerset and Lockyer
Date Prepared:	27 June 2013
Position Reports To:	Client Service Coordinator

Our Vision

At ALARA, our vision is that ALARA will provide a high quality flexible and responsive support service that enables people with a disability to be valued members of our community. For example, in the Ipswich and West Moreton region, we provide services such as:

- In-home (domestic and personal care) support
- In-home and centre based respite care
- Community access and inclusion
- Post-school services
- Accommodation support
- Information and Advocacy
- Social and recreational activities

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 and

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 Council areas.

ALARA provides direct personal care, community access and a range of programs and activities to suit over 600 individual clients. There are 32 staff in management, administration, service co-ordination and facilitation approximately 120 support worker staff and a number of volunteers.

ALARA Association's annual budget is in excess of \$6m dollars. Funding is received from the Queensland Government Department of Communities, Child Safety and Disability Services, through the Disability Services and Community Care branches and from the Federal Department of Health and Aging.

ALARA'S Values

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

Value 1: Client Focused

We will be **Client 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 clients, carers, families, staff, volunteers, members, the community and funding bodies.

Value 4: Respect

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

Value 5: Excellence

We will strive for **Excellence** through learning, innovation, creativity and change.

ALARA'S Services

ALARA provide a range of services for people with a disability and their carers, including:

In-home Support

ALARA provides a range of services for clients to assist them 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 clients to enable their primary carers (parents, family members) to have a break from their caring role.

Community Access

Clients are provided opportunities to develop skills and to participate in the life of the community.

Information and Advocacy

Clients are involved in the planning of their own support and given information regarding other services in the community which 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 and Recreational Activities

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

Older Carers Initiative

ALARA manages funding for Disability Services' Older Carers Initiative and works in collaboration with other disability agencies in the West Moreton Region, to provide a range of customised respite services to primary carers who are over 65 years of age to assist them to maintain their caring role.

Individual Funding Packages

ALARA assists people with a disability and their carers in receipt of Individual Funding Packages from Disability Services Queensland. These packages are customised to meet the individual's needs.

Centre-Based Services

ALARA has centre-based services located in Ipswich, Esk and Laidley. The centres offer a range of life skills development and leisure programs.

Community Awareness

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

Information

ALARA operates an Intake service to provide information regarding services and assistance for our clients, their families and carers.

Position Specification

1.1 Position purpose:

- To support people with a disability, in a flexible and responsive manner within their own home and when engaged in activities or interests in their community

1.2 Key Responsibilities:

- To support, enable and empower people with disabilities and/or their families to live quality lifestyles and participate in activities that are meaningful in their lives

Specific duties may include:

- Assisting individuals with personal care including personal hygiene and grooming, mealtime assistance and to take medication
- Assisting individuals to access and participate in activities at a range of community venues
- Assisting individuals and or/their family/carers with a range of household tasks including mealtime preparation, general housekeeping and laundry duties
- Assisting individuals to access the community to undertake shopping, bill paying, banking or to attend medical and dental appointments
- Arranging or providing transport to and from activities
- To assist people with disabilities to achieve identified goals and develop new skills
- To encourage positive and socially appropriate behaviour and to effectively respond to clients' needs even when demonstrated in a challenging manner
- To ensure that all matters, individuals (with assistance of a formal or informal decision maker where applicable) are offered the opportunity and support to make informed decisions and choices
- To ensure that the individual's dignity and privacy is protected at all times
- To maintain the necessary records of service provision and hours worked for purposes of service administration and accountability

1.3 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

Key Selection Criteria

2.1 Qualifications

- Current First Aid & CPR Certificate (mandatory)
- Certificate III or IV Disability Studies - Staff who progress to Level 2 having achieved 800 hours of service as a Disability Support worker must be enrolled or willing to enrol in this qualification

2.2 Key Selection Criteria

- Good verbal and written communication skills including the ability to communicate effectively across a range of people and situations
- Ability to work effectively as a member of a team
- Ability to perform all physical requirements of the position
- Ability to exercise initiative while following organisational policies and procedures
- Demonstrated skills, experience and training in supporting individuals with a disability with at least one years relevant experience and has a minimum of 800hrs within the organisation or with another agency

2.3 Other Requirements

- Current C Class Drivers Licence
- Eligibility to meet the requirements of a Disability Services Queensland Positive Notice Card Criminal History Check and Blue Card Working with Children Criminal History Check where engaged to work with children
- Availability to attend staff meetings and training
- Department of Transport Driver History Check where the role involves driving a commuter bus