

POSITION DESCRIPTION

Job title:	Community Support Worker
Program/ Service:	Disability
Location:	Gold Coast
Award:	SCHADS Level 2
Reports to:	Community Support Manager
Direct reports:	Nil
Financial delegation:	Nil
Scope:	Provide support worker tasks and assistance to NDIS clients engaged with Momentum Collective within the streams of Disability, Mental Health, Social Enterprise, Homelessness and supported employment programs.

Purpose
<ul style="list-style-type: none"> Facilitate the achievement of clients’ goals and outcomes. Work within the Momentum Collective’s policy and procedure framework, relevant legislation, standards and apply best practice approaches to your work.

Our Values
<p>Trust & Respect – we act with integrity and treat people with courtesy and kindness</p> <p>Wellbeing – we connect, we give, we learn, we care and take notice</p> <p>Innovation – we share and foster ideas across the organisation</p> <p>Working Well Together – we work cohesively towards a common goal, creating a positive working environment</p> <p>Being Gracious – we really listen and be polite in our dealings with each other</p>

Key results area (KRA)	Accountabilities	Estimated % of time spent on KRA
Service Delivery	<ul style="list-style-type: none"> Ensure that all records and other documentation are completed in accordance with Momentum Collective policies and procedures. Ensure all records such as medication charts, progress notes and general information is kept up to date at all times in accordance with organisational policy & procedures. Familiarise and operate within the guidelines of relevant legislation and best practice standards. Exercise initiative and judgement in the application of established work procedures and decision making. Manage and plan own work to achieve planned outcomes. Assist volunteers/students to achieve planned activities. Participate in the induction of new support workers via buddy shifts, sharing of skills and knowledge where required. 	90%
Special Projects	<ul style="list-style-type: none"> Undertake project completion according to instructions and established procedures and as directed by the Community Support Manager. 	10%

<p>General responsibilities</p>	<ul style="list-style-type: none"> • Understand the aims and objectives of Momentum Collective and the relevant work division/s. • Demonstrated commitment to working within the Momentum Collective Workplace Values. • Responsibility of this position ensures that the highest quality of respect to clients is maintained at all times (refer to Confidentiality and Code of Conduct Agreement). • Read and carry out actions from all relevant internal communications. • Attend relevant meetings and approved staff development activities as appropriate to this position. • Participate in an annual performance review and plan and seek formal supervision if required. • Follow all reasonable direction from supervisors. 	<p>Continual</p>
<p>Team collaboration</p>	<ul style="list-style-type: none"> • Assist in the development of risk and quality management policies and procedures, including the necessary documentation relevant to the service. • Manage effective and professional boundaries and manage effective and professional relationships with all employees of Momentum Collective. • Proactively identify opportunities for continuous improvement. • Perform as a role model for clients and staff in terms of attitude, behaviour and professional aptitude. 	<p>Continual</p>
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Take reasonable care for your own health and safety and take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons. • Comply with any reasonable instruction given by the person conducting a business or undertaking that allows that person to comply with the WHS Act 2011 and WHS Regulation 2011. • Cooperate with any reasonable policy or procedure of the business or undertaking that relates to work health and safety that you have been notified of. • Be thoroughly familiar with all procedures relating to health and safety that are provided and in place pertaining to your role. • Participate in any information, instruction, supervision and/or training programs for WHS as directed within agreed timeframes. 	<p>Continual</p>
<p>Relationships</p> <p>Internal</p>		

<ul style="list-style-type: none"> • Momentum Collective employees across all divisions 		
External <ul style="list-style-type: none"> • Clients & their families • Advocates and members of the community • Funding bodies • Local, state and federal government representatives • Other service providers 		
Person specifications		
	<i>Critical</i>	<i>Desirable</i>
Qualifications and Credentials	<ul style="list-style-type: none"> • Relevant qualification in disability, mental health, community services or individual support. • Current First Aid and CPR • Current Driver's Licence • Third-party or Comprehensive Vehicle Insurance • Current Vehicle Registration • Satisfactory Criminal record check. • Yellow Card – Disability (Qld) 	<ul style="list-style-type: none"> • Certificate III in Individual Support or above. • Cert IV Community Services • Current Working with Children Check (NSW) • Blue Card – WWC (Qld)
Experience	<ul style="list-style-type: none"> • Industry experience working in community services or a customer service role. 	<ul style="list-style-type: none"> • Lived experience of disability or mental health issues are desirable.
Specific skills	<ul style="list-style-type: none"> • Able to undertake a range of activities requiring the application of established work procedures. • Able to achieve outcomes which are clearly defined. • Quickly able to respond to enquiries. • Assist senior employees with special projects. • Implementing client skills, activities and programs under limited supervision either individually or as part of a team. 	Nil
Critical competencies	<ul style="list-style-type: none"> • Demonstrated ability to communicate with clients and their support networks, fellow team members, the community and other stakeholders. • Able to manage own time, plan and organise own work. • Assist trainees, student placements or volunteers. • Ability to problem solve and use professional judgement in response to typical operational matters. • Flexibility to work across services and locations. 	Nil



	<ul style="list-style-type: none"> • Intermediate computer literacy skills including Microsoft office suite. 	
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Key performance indicators

Performance will be reviewed based on expectations and specific indicators agreed upon with your manager. These indicators will include matters critical to the success of Momentum Collective such as:

- Achievement of individual results
- Achievement of team results
- Completion of individual training and development
- Assessment of performance

Acceptance of responsibilities

I have read the requirements and responsibilities outlined in this position description, Momentum Collective’s Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

I accept my performance will be measured through the agreed objectives and key performance indicators set with my manager each year and reviewed in accordance with Momentum Collective’s performance management policies, guidelines and processes.

Employee

Signature

Date

Important note: This position description serves as a guide to the scope and range of activities that may be required of the incumbent and may change at any time according to the needs and priorities of Momentum Collective.