

**POSITION DESCRIPTION**

<b>Job title:</b>	Community Support Worker	
<b>Program/ Service:</b>	Disability	
<b>Location:</b>	Gold Coast	
<b>Award:</b>	SCHADS Level 2	
<b>Reports to:</b>	Community Support Manager	
<b>Direct reports:</b>	Nil	
<b>Financial delegation:</b>	Nil	
<b>Scope:</b>	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.	
<b>Purpose</b>		
<ul style="list-style-type: none"> <li>Facilitate the achievement of clients' goals and outcomes.</li> <li>Work within the Momentum Collective's policy and procedure framework, relevant legislation, standards and apply best practice approaches to your work.</li> </ul>		
<b>Our Values</b>		
<p><b>Trust &amp; Respect</b> – we act with integrity and treat people with courtesy and kindness  <b>Wellbeing</b> – we connect, we give, we learn, we care and take notice  <b>Innovation</b> – we share and foster ideas across the organisation  <b>Working Well Together</b> – we work cohesively towards a common goal, creating a positive working environment  <b>Being Gracious</b> – we really listen and be polite in our dealings with each other</p>		
<b>Key results area (KRA)</b>	<b>Accountabilities</b>	<b>Estimated % of time spent on KRA</b>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Ensure that all records and other documentation are completed in accordance with Momentum Collective policies and procedures.</li> <li>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 &amp; procedures.</li> <li>Familiarise and operate within the guidelines of relevant legislation and best practice standards.</li> <li>Exercise initiative and judgement in the application of established work procedures and decision making.</li> <li>Manage and plan own work to achieve planned outcomes.</li> <li>Assist volunteers/students to achieve planned activities.</li> <li>Participate in the induction of new support workers via buddy shifts, sharing of skills and knowledge where required.</li> </ul>	90%
<b>Special Projects</b>	<ul style="list-style-type: none"> <li>Undertake project completion according to instructions and established procedures and as directed by the Community Support Manager.</li> </ul>	10%

<p><b>General responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Understand the aims and objectives of Momentum Collective and the relevant work division/s.</li> <li>• Demonstrated commitment to working within the Momentum Collective Workplace Values.</li> <li>• 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).</li> <li>• Read and carry out actions from all relevant internal communications.</li> <li>• Attend relevant meetings and approved staff development activities as appropriate to this position.</li> <li>• Participate in an annual performance review and plan and seek formal supervision if required.</li> <li>• Follow all reasonable direction from supervisors.</li> </ul>	<p>Continual</p>
<p><b>Team collaboration</b></p>	<ul style="list-style-type: none"> <li>• Assist in the development of risk and quality management policies and procedures, including the necessary documentation relevant to the service.</li> <li>• Manage effective and professional boundaries and manage effective and professional relationships with all employees of Momentum Collective.</li> <li>• Proactively identify opportunities for continuous improvement.</li> <li>• Perform as a role model for clients and staff in terms of attitude, behaviour and professional aptitude.</li> </ul>	<p>Continual</p>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Be thoroughly familiar with all procedures relating to health and safety that are provided and in place pertaining to your role.</li> <li>• Participate in any information, instruction, supervision and/or training programs for WHS as directed within agreed timeframes.</li> </ul>	<p>Continual</p>
<p><b>Relationships</b></p> <p><b>Internal</b></p>		

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

