


Position Name	Support Worker
Reports to	Area Manager
Indicative Level	2
Approved by (signed)	 Dawn McAleenan Chief Executive Officer
Evaluation Date	July 2022

Our Vision

Crosslinks Inc is a disability support service provider offering individuals with disability the support to access their community by embracing the vision statement of your life, your choice, your way.

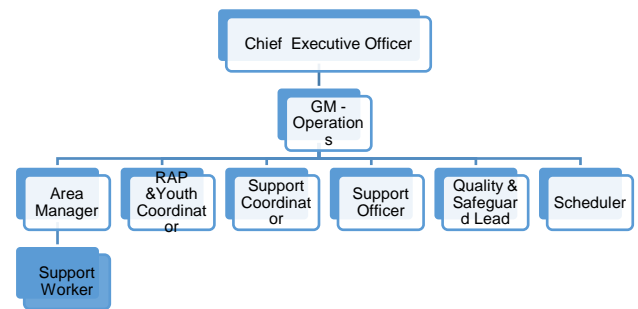
Our Values



Job Purpose

The Support Worker is responsible for assisting vulnerable people in Crosslinks services. The job holder helps people to live their lives as independently as possible, supports them to achieve their desired goals and supports them in living a fulfilling life, through both respectful and dignified practices.

Organisation Chart



Where do I fit?

Where does the position holder fit in the organisation? What parts does the job holder impact on?

The job holder reports to the Area Manager and is actively contributes to the success of the Operations Team which includes, Community Inclusion, Community Living, Youth and RAP supports.

What financial targets does the job holder have e.g. key financial to include are operating costs, sales targets, budgets, delegations.

All Support Workers do not hold a financial delegation, they are always responsible to work with the constraints of Crosslinks policy and procedures and to remain compliant.

What is the leadership responsibility of the position? Do they have direct reports, size and nature of the team?

Nil

What does success look like? (Maximum of 8 Accountabilities)

- Implement participants' development and support plans including complex care participants.
- Support participants to achieve their desired goals and to be actively engaged in their home and community life.
- Maintain an understanding of the participant's needs and overall wellbeing.

- Administer medication and treatments according to the relevant support plan.
- Dignity and respect for aspects of personal care and ensure that the participant's personal hygiene and appearance is maintained at an acceptable level, appropriate to their age and chosen activity.
- Communicate and engage with participant in a relevant and meaningful way while encouraging the participant to communicate and engage with others. Transport participants traveling to and from activities and outings.
- Ensure all supports and services provided are accurately documented and accounted for through timesheets, case notes, incident reporting etc.
- Take responsibility for issues/queries raised by the participant/family/carers by gathering information and assuring the participant/family/carers that you will communicate with your area supervisor who will ensure that the matter is resolved.

Knowledge and Experience

Essential

- Understanding of NDIS Quality and Safeguarding practises;
- Previous experience working with people with a disability, and comfortable working with people with a range of disabilities;
- Good verbal and written communication skills;
- Willingness to learn new skills and maintain satisfactory compliance requirements in line with NDIS for a Support Worker;
- Commitment to family and person-centred approaches, supporting inclusion and participation.
- Ability to build and manage friendly relationships within a team environment
- Ability to prioritise, work under pressure and meet deadlines
- Availability to work various shift types, including early morning, afternoon,

evening, weekends, sleepovers and active and/ or sleep shift nights.

Continuous Improvement

Identify and implement the way we do things at Crosslinks to enhance quality, efficiency, and output of the service we provide to our participants.

All employees must commit to the undertaking performance and development meetings on a regular basis.

Compliance Requirements

All employees are to comply with all policies and procedures within the organisation in the constraints of relevant legislation and regulations governing the organisation.

All employees must;

- Understand the policy and procedures required to be adhered to in their position;
- Recognise policy and procedure gaps and escalating through the correct channels E.g. Area Manager.
- Be aware of operational risks a regulatory compliance related to the industry including the NDIS Safeguarding and Quality standards;
- Understand the risks of not complying with the processes and procedures of Crosslinks and act as required;
- Successfully complete all compliance training relevant to your role ensuring you have the relevant qualifications and including but not limited to;
 - A 100-point Identification Check on commencement,
 - Valid C class Western Australian Drivers Licence and relevant personal car insurance,
 - Satisfactory National Police Check for 'Employment in Disability' (no more than six months old)
 - Working with Children Check;
 - Satisfactorily complete a medical examination including a blood and alcohol test.
 - First Aid & CPR Certificate

- Valid Australian Working Rights.
- Ability to work flexible hours including weekends and complete other reasonable duties as required.

Wellbeing, Health and Safety

Always follow Crosslinks Health and Safety Policy and Procedures.

This includes but not limited to;

- Taking responsibility for their own safety and health and the environment around them;
- Participating in continuous safety and quality improvements actions, such as audits, reviews and drills that result in improvements to staff knowledge.
- Participating with the development, implementation, reporting and monitoring of Crosslinks Inc. activities;
- Ensuring records and statistics are kept in accordance with established procedures;
- Ensuring that compliance training on WHS/Bullying, Discrimination and Harassment and the Code of Conduct is completed annually;
- Ensuring that they do not adversely affect the safety and health of any other person in the workplace through any act or omission;
- Reporting all work-related personal injuries, incidents and environmental impacts promptly and through the correct means reporting channels and if a reportable incident the correct authorities;
- Correcting hazards/impacts and reporting all hazards;
- Comply with management on matters of WHS; and
- Involve themselves in all WHS programs and activities.