

Position Description



Position Title: Support Worker
Division: Accommodation & Respite
Reports to: Team Leader

About Barkuma

Barkuma is a not-for profit organisation that provides a range of services to assist people with disability to live, work, learn and be included in the community. Established in 1967 by a group of parents in Adelaide's northern suburbs, Barkuma has grown to employ more than 300 staff and support more than 800 people living with disability, making us one of the largest disability organisations in South Australia.

Our Foundation Principle is that the inclusion of all people expands individual potential and strengthens the community.

Our Mission is to enable people with disability to be valued members of the community.

Our Values

- Respecting human worth and dignity
- Promoting individual growth and development
- Striving for excellence
- Fostering community inclusion
- Improving quality of life

Purpose

Provide individualised support to clients with a cognitive or physical disability and their families, enabling them to live as an empowered and equal citizen in their community. This support can be provided within the client's home, respite accommodation or within the community and is delivered with consistent high quality.

Accountability

- Work collaboratively with other Support Workers under the direction of Team Leaders in the day to day delivery of services for clients.
- Actively assist and support clients, their family members and/or advocates to have knowledge of the National Disability Standards.
- Actively assist the client, their family and/or advocates in the process of receiving Barkuma's support, and provide feedback to the Team Leader/Manager.
- Support existing and new clients to meet their needs and goals as identified in their Plan.
- Be positive and sensitive to all employees, clients and family members, as change can be challenging.
- Immediately defuse and report (written and verbally) any significant conflicts or incidents to team members and the Team Leader by following policy and procedure.
- Respect and develop professional relationships with Barkuma's clients and employees, creating a safe and comfortable environment for all.

Key Result Areas will be achieved through the following activities (but not limited to):

- Support clients to participate within community activities of interest and agreed within their Plan.
- Network and liaise with local communities, whilst promoting a positive image for client and Barkuma.
- Provide feedback and document progress on achieving client's individual goals.
- Support clients and their family members to attend required appointments as directed by Team Leaders. Ensure all appointments and information are case noted and followed up.
- Promote a culture that ensures clients, their family members/advocates are involved in decisions and choices that impact their life.
- Ensure that all clients have opportunities to make decisions and choices regarding their recreational pursuits.
- Ensure that clients, their chosen supporters or guardian have the opportunity to be involved in all aspects of decision making (e.g. meal planning/diet and nutrition, shopping, general household management).

Position Description



- Promote and support a person centred approach.
- Implement and support development of plans for all clients
- A requirement of this role is to eat meals with clients during in home support (at meal times) or when on social support outings (if required). Support Workers should provide their own food during in home support or pay for meals/drinks they consume during social support outings (as necessary).
- Support the decisions and directions of Barkuma, while advocating for client's rights and needs where appropriate.
- Promote a positive safety culture for clients and team members by following policy and procedure and reporting where required.

Other:

- Additional duties as directed within the employee's skill, competence and training
- Adhere to and actively support Barkuma's quality assurance systems
- Ensure safe work practices are carried out at all times, including the immediate reporting of any real or potential safety hazards
- Ensure health and safety (WHS) requirements are observed in accordance with legislative requirements and Barkuma policies, procedures and protocols
- Contribute to a culture that encourages knowledge improvement, achievement of high quality services, unity and collaboration
- Model appropriate behaviours and adhere to Barkuma's Code of Conduct
- Actively promote Barkuma and its services to the community
- Adhere to Barkuma's Mission statement and values

Skills, Abilities and Qualifications

- Ability to work independently and within a team
- Excellent written and verbal communication skills, with high attention to detail
- Proactive approach to duties with strong interpersonal and relationship building skills
- Ability to use a computer and software related to case notes including Word, Outlook and internet research
- Ability to work under pressure, be flexible, manage competing priorities and meet deadlines
- Demonstrated commitment to supporting, cooperating and working with colleagues to achieve objectives
- Certificate 3 in Individualised Support (Disability) or equivalent (willingness to obtain this is essential)
- Current First Aid Certificate as determined by Barkuma (essential)
- DHS Disability Services clearance (essential)
- Assist with Medication (essential)
- Manual handling training (desirable)

Personal Attributes

- High standard of work ethic and confidentiality required with a professional and mature disposition
- Reliable, trustworthy and supportive of Barkuma's mission
- High level of energy, enthusiasm, commitment and passion to be part of a team
- Strong empathy for people with disabilities and understanding of disability standards
- Professional, resourceful and flexible

Special Conditions

- Current driver's licence and a road worthy car certificate and insurance cover (essential).
- Ability to perform duties outside of typical business hours including evenings, weekends, passive or active nights, as dictated by client need. On call duty may be required.

HR Use Only: Amendment Record

Version Number	Amendment	Amended by	Date
1.0	Created	BCS Senior Manager / HR Manager	June 2017
2.0	Revised	HR Coordinator	21 June 2017
3.0	Revised	HR Manager	17 January 2020
4.0	Revised	HR Manager	23 July 2020