

# HR: Community Support Worker

## POSITION DESCRIPTION

Date Reviewed: 21 July 2015 (V5)



<b>Position Title</b>	<b>Community Support Worker (CSW)</b>
<b>Responsible To</b>	Service Manager
<b>Classification</b>	Level 2
<b>Date Last Updated</b>	21 July 2015

## OVERVIEW OF LIGHTHOUSE DISABILITY

Lighthouse Disability is an accommodation and support service for people with diverse and complex disabilities. We work with the people we support and their families using a person centred approach to care. This means that we optimise people's choices and control over their lives.

As a high quality service delivery organisation based on a clear set of values, we are committed to developing and maintaining an organisational culture that promotes choice and control, the wellbeing and safety of the people we support, and our staff.

We value our staff and expect their active and innovative contributions to positive outcomes for the people we support, and to our workplace environment. The efforts of all staff directly or indirectly contribute to optimum outcomes for the people we support irrespective of designated roles and responsibilities.

Therefore, we take pride in recruiting people with values that are consistent with a person centred approach, who enjoy working as a member of a team, and who are keen to learn. Lighthouse Disability is exploring new ways of working that are consistent with the expectations of the National Disability Insurance Scheme.

### Summary of Role

Using a person centred and active support approach, the Community Support Worker (CSW) will work as part of a team (which may include families) to provide support services to people with diverse and complex disabilities. The Community Support Worker will work with a range of plans (as appropriate) for each person such as a person centred plan, health care plan, medication plan, meal plan, manual handling plan and will work within the rhythm of service for each house.

### Organisational Relationships

The Community Support Worker will report to the Service Manager and collaborate with other team members, as well as other service delivery and support staff in the interests of improving outcomes for the people we support.

## KEY RESULT AREAS

### KEY RESULT AREA 1

Engage effectively with the person supported and ensure that a person centred approach underpins all actions.

### Key Performance Indicators

- The person supported demonstrates confidence in, and has a positive relationship with the CSW
- CSW gives the person supported choice and control
- CSW is working with the relevant plans (as above)
- The Service Manager reports that support is provided to the required standard or higher
- CSW communicates well with colleagues about the needs of people we support
- The family of the person supported is satisfied with the nature of the CSW engagement and support



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## KEY RESULT AREA 2

The CSW participates as an effective team member.

### Key Performance Indicators

- Demonstrates open and constructive communication within the team and takes a problem solving approach to issues
- Demonstrates constructive relationship with key stakeholders who have an interest in the person supported
- Service Manager and colleagues report positive engagement as a team member

## KEY RESULT AREA 3

As a minimum, the CSW participates in all required training and demonstrates the relevant competencies so that practice standards are improved.

### Key Performance Indicators

- Attendance at required training
- Practice meets or exceeds the required standards
- If a required Certificate III in Disability has not already been gained, the CSW can demonstrate the attainment of same within 12 months of commencing employment
- Evidence of IT literacy

## KEY RESULT AREA 4

The CSW contributes to the continuous improvement of Lighthouse Disability services.

### Key Performance Indicators

- Makes suggestions about how services can improve
- Willingness to work with volunteers
- Service Manager reports that CSW contributes to the operation of the service
- Compliance with accreditation practices, processes and systems

## KEY RESULT AREA 5

CSW is engaged in discussions about NDIS and the future of Lighthouse Disability.

### Key Performance Indicators

CSW demonstrates an understanding of:

- The key underpinning principles of NDIS
- How the NDIS will impact on people we support
- How the NDIS will impact on his/her role
- Makes suggestions about how services can improve

## KEY RESULT AREA 6

**CSW takes responsibility for the wellbeing and safety of people we support, his/her own, and contributes to that of colleagues.**

### Key Performance Indicators

- Demonstrates knowledge of relevant safety processes
- Gives examples of what s/he has done to protect own wellbeing and safety and that of others
- Service Manager can give examples of same
- Knows and uses reporting systems concerning incidents, care concerns, child abuse allegations
- Identifies/reports risks and works in a way to optimize safe outcomes for staff and people we support



## KEY RESULT AREA 7

CSW demonstrates compliance with Lighthouse Disability policies and procedures including finance and administration requirements.

### Key Performance Indicators

- Gives examples of when/how s/he has complied with requirements
- Demonstrates ability to ask questions if policies and procedures are not understood
- Service Manager comments about CSW capacity to work within Lighthouse Disability guidelines

## JOB COMPETENCIES: SKILLS, EXPERIENCE AND KNOWLEDGE

### ESSENTIAL MINIMUM REQUIREMENTS

- Ability to work in an inclusive and respectful way with people with disability who have complex and diverse needs
- Ability and willingness to learn
- Ability to communicate verbally and in writing
- Ability to work as a member of a team

### PERSONAL ATTRIBUTES

- Has a value base that is consistent with that of Lighthouse Disability
- Able to establish rapport with people we support, team members and other stakeholders
- Confident and resilient in challenging situations
- Ability to take a problem solving approach when there are issues
- Approach work with enthusiasm, flexibility and commitment

### DESIRABLE REQUIREMENTS

- Ability to support people using a person centred approach
- Lived experience of disability
- Experience of working in a 24/7 organisation

### SPECIAL CONDITIONS

- Will need DCSI Child Related Employment & DCSI Disability Services Employment clearance
- Will need a pre-employment functional medical assessment with satisfactory outcome
- Need a current South Australian driver's license and required to drive Lighthouse Disability vehicles
- Required to work on a 24/7 roster
- Required to work at all Lighthouse Disability locations

### WORK HEALTH AND SAFETY

Maintains a healthy and safe workplace by:

- Taking reasonable care to protect own safety and that of others whilst at work
- Adhering to WHS legislation, policies and procedures
- Obeying any reasonable instruction from Lighthouse Disability management in regard to health and safety
- Using and maintaining equipment provided for health or safety purposes
- Not being affected by consumption of alcohol or other drugs
- Reporting any identified unsafe conditions, risks, hazards as soon as possible (within 24 hours of an incident)
- Adhering to Lighthouse Disability's manual handling plans
- Actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programmes



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## ORGANISATIONAL REQUIREMENTS

- Work in a manner that is consistent with Lighthouse Disability's values
- An ability to record and maintain accurate non-judgemental information

<b>Print name</b>	<b>Sign name</b>
<b>Your signature acknowledges that you have read and understood this document.</b>	
<b>Date</b> ___ / ___ / ___	