

Lead Support Worker

Direct reporting	Relevant Team Leader or Manager
Job purpose	To support Team Leader, staff and clients in designated area
Personality profile	Excellent interpersonal skills, commitment to integration and social role valorisation, flexibility, leadership ability
Specific job skills	<ul style="list-style-type: none"> • Good communication skills – both written and oral • Good organisational and time management skills • Ability to work autonomously • Problem solving skills
Selection criteria (essential)	<ul style="list-style-type: none"> • Working knowledge of OSH legislation • At least one year's experience as a Disability Support worker or equivalent • Ability to work in a team and autonomously • Completed relevant critical skills (or recognised equivalent) • "C" class drivers licence
Selection criteria (desirable)	<ul style="list-style-type: none"> • Certificate III in Human Services (Disability) or equivalent
Computer skills	Microsoft Office and Outlook

Key Responsibilities	Timeline
1. Duties and responsibilities as per Disability Support Worker JDF	O
2. Assist with staff orientation, buddying and continual mentoring	O
3. Model appropriate and professional work standards with all key stakeholders	O
4. Identify issues including OSH, staff and client related	O
5. Complete and ensure relevant documentation is up-to-date	O
6. To provide relief in various tasks, as per Manager's discretion	WR

7. Participate in relevant training and meetings, as required by Manager	WR
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D - Daily; W - Weekly; M - Monthly; R - Regularly; WR - When Required; O - Ongoing

	Key Objectives	Comments
1	<ul style="list-style-type: none"> • Assist clients with personal care and meal support as required • Assist clients with chosen activity and provide support where required • Encourage independence of members wherever practicable • Practice good time management as it is essential for smooth running of service and team work 	
2	<ul style="list-style-type: none"> • Buddy new staff members as required • Orientate new staff members to the facility and specific procedures • Make yourself approachable and regularly check in with staff • Liaise and provide feedback to relevant stakeholders regarding issues and identified problems 	
3	<ul style="list-style-type: none"> • An understanding of DSC standards • Respect confidentiality of fellow staff members and clients • Ensure effective communication is practised using various techniques to suit team members 	
4	<ul style="list-style-type: none"> • Provide timely feedback to management on any issue that may arise for program improvement or performance management of staff • Report any OSH issues, hazards relating to equipment, vehicles and facilities to management 	
5	<ul style="list-style-type: none"> • Record and report on service provided to clients in client files • Oversee completion of relevant departmental documentation 	
6	<ul style="list-style-type: none"> • Able to work flexible hours to suit changing departmental needs • Updating rosters • Performance management 	
7	<ul style="list-style-type: none"> • Attend and participate in team meetings as required • Attend training to keep support skills current • Keep self current with trends and opportunities within disability sector 	

Reviewed, approved and confirmed that the details of this job description are an accurate statement of the duties, responsibilities and requirements of this position
Frances Buchanan, Director Client Services
4 Jan 2010

In accepting a position with Rocky Bay, the employee confirms they have noted the statement of duties, responsibilities and other requirements as detailed in this job description