

POSITION	LOCATION	REPORTING RELATIONSHIP
Support Worker	Perth, Western Australia	<b>Team Leader &gt;</b> Service Coordinator > Operations Manager > Chief Executive Office > Board of WA Blue Sky

**ORGANISATIONAL CONTEXT**

**About Us**

WA Blue Sky provides a wide range of high-quality services treating each person as an individual. We understand people seeking support, come to us with a history and plans for a future, and work alongside each person to develop tailored supports, which are unique to them and which focuses on assisting them to achieve the life they wish to choose with dignity and respect.

WA Blue Sky is a major provider of services to people with disability across the Perth metropolitan region. By working with us you are partnering with an organisation whose skilled and experienced employees consistently deliver:

- High quality supports
- A tailored and flexible approach to service delivery
- Values based and person-centred approaches ("We do with – Not for")
- Effective support plans with regular reviews that assist people to achieve their NDIS goals

**Values**

WA Blue Sky believe finding people with the right values is important. This helps you to fit in well with our organisation, the people with disability we support and makes for a more positive workplace for everyone.

We are looking for people whose values include being:

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| • Respectful                  | • flexible      |
| • sensitive                   | • collaborative |
| • positive                    | • reliable      |
| • honest and having integrity | • accountable   |

**PRIMARY FUNCTION**

WA Blue Sky Support Workers work alongside people with a disability, to support them at home and in the community, with daily living skills and community activities that assist them to have a good life. We ensure the people we support are respected and have choice and control over their lives.

You will help us ensure our support is flexible, responsive, person-centred and planned to meet individual needs, lifestyle choices and goals. You will help the people we support to achieve greater independence.

## KEY RESPONSIBILITIES AND OUTCOMES

### Key Responsibility

**These activities help you achieve this:**  
(Behaviour / Value)

**Our Success Measures**  
(How to know you're doing well?)

#### Personal and Sector Accountability

You are professional, take responsibility for your work, and use a human rights based approach to providing support to people with a disability within the Standards and Values of WABS and the Disability Sector.

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| <ul style="list-style-type: none"> <li>• Work within a human rights-based approach</li> <li>• Follow the Standards of the Disability Sector and WA Blue Sky values, policies and procedures including workplace health and safety.</li> <li>• Present &amp; behave in a <b>professional</b> manner that supports a positive image and reputation for the organisation.</li> <li>• <b>Be responsible</b>, take <b>accountability</b> and continually evaluate your own work and your ongoing learning and development</li> </ul> | <ul style="list-style-type: none"> <li>• You follow our policies, guidelines &amp; NDIS requirements.</li> <li>• You help keep a safe and healthy workplace and identify, manage and report hazards and incidents.</li> <li>• You reflect a professional image, are flexible and reliable.</li> <li>• You show willingness to grow and improve and engage with your own growth and development</li> </ul> |
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#### Relationships

You build positive and **respectful** relationships with our Service Users and your Team and work well independently and collaboratively to contribute to positive outcomes for the person and our service.

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| <ul style="list-style-type: none"> <li>• Engage <b>positively</b> with your team/s by providing support, sharing your knowledge openly and <b>honestly</b> and participating in meetings.</li> <li>• Build and maintain positive relationships by treating all people with <b>sensitivity</b> and <b>respect</b> and maintaining privacy &amp; confidentiality</li> <li>• Escalate issues as appropriate to your line manager</li> </ul> | <ul style="list-style-type: none"> <li>• You contribute to the team, support your colleagues, engage with meetings and are reliable.</li> <li>• The people you work with feel valued, respected and supported.</li> <li>• You show <b>sensitivity</b>, respect diversity and maintain Privacy and confidentiality.</li> </ul> |
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#### Continuous Improvement & Innovation

You contribute to finding ways to continually improve on the services and supports we provide.

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| <ul style="list-style-type: none"> <li>• Being adaptable and creative in meeting the organisation's and service user's needs.</li> <li>• Identify opportunities for continuous improvement in your work, and suggest creative solutions to reduce risk and improve quality of our service.</li> </ul> | <ul style="list-style-type: none"> <li>• You show adaptability, creativity in undertaking your role.</li> <li>• You actively engage with the team to improve the quality and safety of what we do and how we do it including finding new and creative solutions to problems.</li> </ul> |
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**Key Responsibility**

<p><b>These activities help you achieve this:</b> <i>(Behaviour / Value)</i></p>	<p><b>Our Success Measures (How to know you're doing well?)</b></p>
<p><b>Communication</b> You communicate information effectively using good verbal and written communication skills to share relevant information to help monitor and manage the implementation of service users plans and our service quality.</p>	
<ul style="list-style-type: none"> <li>• Communicate, <b>respectfully</b> and clearly using active listening and a range of appropriate strategies &amp; methods.</li> <li>• Handle enquiries and resolve conflict (with help if required)</li> <li>• Complete administrative tasks and documentation and reporting about a person's achievements, self-care and behaviour including:               <ul style="list-style-type: none"> <li>• Case / Progress Notes about a person's support and changing needs.</li> <li>• Medical records &amp; errors,</li> <li>• Hazard, Incident and Accident reports</li> <li>• Time sheets</li> </ul> </li> <li>• Use the appropriate communication, reporting &amp; IT applications &amp; tools (including Microsoft Outlook, Word, Excel, Internet Explorer and Client Management System).</li> </ul>	<ul style="list-style-type: none"> <li>• People you work with and support feel heard and understood.</li> <li>• You communicate well using clear, concise and respectful language and adapt your communication to meet the situation and the person</li> <li>• You complete reports, documentation and administrative tasks clearly and on time and according to requirements</li> <li>• You can use the range of communication and technology tools effectively.</li> </ul>
<p><b>Providing Personal Care and Development</b> You provide direct support to assist our service users to achieve their goals, in their support plans using a person-centred approach, providing to maximise their control over <b>their lives</b>.</p>	
<ul style="list-style-type: none"> <li>• Use a person centred approach that ensures services are tailored to the individual, is responsive to their ongoing and changing needs and provides them with choice and control.</li> <li>• Assist the people with disability to achieve their goals by:               <ul style="list-style-type: none"> <li>- Providing personal care support (such as showering and toileting, meals, re-positioning, lifting and hoisting);</li> <li>- Assisting with medication administration; and other supports</li> </ul> </li> <li>• Help the people to build their skills and <b>independence</b></li> </ul>	<ul style="list-style-type: none"> <li>• You understand and work with a person-centred approach</li> <li>• People you support feel <b>valued</b>, their views <b>respected</b> and are supported to make independent decisions to achieve their goals and aspirations</li> <li>• You have assisted in the achievement of the Service Users Goals and implementation of Plans and report on progress.</li> <li>• You have helped the people you support to increase their skills and independence.</li> <li>• You administer medication correctly.</li> <li>• You keep up to date with changes in a person's care and needs and communicate any to your team.</li> </ul>

**Service Users Community Engagement**

You help the people with disability live a full life by helping them to engage positively with the community and education to achieve their social and community participation and inclusion goals.

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| <ul style="list-style-type: none"> <li>• Assist in the development and implementation of plans, strategies and activities for people to achieve their goals around:             <ul style="list-style-type: none"> <li>• life learning, education and employment,</li> <li>• recreation,</li> <li>• developing and maintaining community participation and meaningful relationships</li> </ul> </li> <li>• Work with the range of community networks and other services to meet people's needs</li> <li>• Represent people with disability positively, advocate on their behalf when required and educate others in the community.</li> </ul> | <ul style="list-style-type: none"> <li>• You have helped people to explore opportunities and engage in a range of activities, networks and services that aid participation and inclusion in community.</li> <li>• You have helped identify and reduce barriers to participation and inclusion.</li> <li>• You have helped ensure the people you support are heard</li> <li>• You have helped positively improve the community perception of disability.</li> </ul> |
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## **QUALIFICATIONS, KNOWLEDGE, SKILLS AND ATTRIBUTES**

### **Essential Criteria / Requirements:**

- You are willing to help people with disabilities achieve their goals and support them with their personal care and daily living activities.
- You are *respectful* and willing to help the people we support to make their own choices and decisions while retaining their dignity, respect and privacy.
- Can think *creatively*, bring *flexibility*, commitment and consistency on a daily basis
- You enjoy learning new things and building your skills
- You are friendly, have a *positive* attitude and work well independently or as part of a diverse team
- Possesses a high level of *honesty* and *integrity*
- Ability to build and maintain positive and *professional* relationships with clients and colleagues
- Good verbal and written English communication skills

### **Mandatory Requirements**

- National Police Clearance, (not more than 3 months old, or willingness to obtain)
- Current First Aid Certificate (or willingness to obtain)
- Valid right to work in Australia (student and short-term visa holders considered)
- Willingness and ability to work a variety of shifts through the week (which may include mornings, afternoons, nights, weekends, split and short shifts)

### **Essential Physical Requirements:**

This role involves personal care which can be highly physical in nature and require flexibility, crouching and kneeling, pushing and pulling up to 20kgs (to help with hoisting), standing for extended periods, walking reasonable distances and pushing a person in a wheelchair for approximately 2 hours.

To be able to safely undertake this role, you must be reasonably fit and healthy and have:

- Moderately good whole-of-body flexibility
- Medium levels of aerobic and anaerobic capacity
- Reasonably strong and stable leg joints for prolonged standing & walking activities
- Good spinal strength and flexibility

### **Desirable Criteria / Requirements:**

- A Valid Australian Drivers Licence is highly desirable
- A Certificate and / or experience working in Disability or similar community services, or relevant life experience and willingness to learn
- Comfortable with using a variety of a range of tools and technology including word processing and other software applications

## **FUTURE CHANGES**

The details contained in this document are an accurate statement of the duties, responsibilities and requirements of the job. These may change over time in line with continuous improvements as WA Blue Sky aims to continue to meet its vision, values and purpose and best respond to the needs of Service Users.