



Position description

Intensive Support Worker

Position description

Position title	Intensive Support Worker		
Classification definition	Social and Community Services (SACS) Employee Level 3		
Status	Full Time, Part Time and Casual		
Location	As established by roster, and subject to organisational requirements		
Classification level	SACS Level 3		
Award	Social, Community, Home Care and Disability Services Industry Award 2010		
Industrial Agreement	Tasmanian Disability Services Industry Multi Employer Enterprise Agreement 2011		
Reporting to	Regional Manager		
Date approved	April 2017	Position Number	PD02

Working environment

Code of conduct

All employees must abide by the Organisational Code of Conduct.

Work health and safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

Performance review

Performance reviews will be conducted using the organisation's Performance Management Process.

Position summary

An Intensive Support Services Worker at this level provides direct care assistance and support for clients of the Organisation. These supports may be delivered in a Multicap Tasmania owned or leased building, in a client's home location, or in the community.

At this level, employees will work under general direction of the supervisor in the application of procedures, strategies and guidelines which are well established. General features of this level involve solving problems of limited difficulty using knowledge of the client, judgement and work organisational skills acquired through specific training and prior work experience.

Positions at this level allow employees the scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program and may undertake planning and coordination of activities within a clear defined area of the organisation.

Service objectives

To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment
- Efficient follow through of any tasks until completion or as otherwise agreed with by the site co-ordinator or delegated staff
- Consideration, understanding and respect for clients and their families
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs

Level of responsibility

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general guidance by the immediate supervisor of the relevant program in which the Intensive Support Worker is working. The employee is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

At this level, employees will be required to take overall responsibility for the personal care and wellbeing of clients; training, coordinating and scheduling work programs and may be required to supervise other

employees. Employees will also participate in liaison and coordination with other services and programs whilst assisting in the interpretation of matters for which there are no clearly established practices and procedures, although this will be undertaken under general guidance of the employee's immediate supervisor.

As prime responsibility lies in a specialised field, employees at this level may be called into crisis situations to provide additional support to other areas of service provision or to provide initial crisis support to individuals with limited information available about the nature of their history and support needs.

Supervision

An Intensive Support Services Worker at this level works under general guidance and operates within established routines, methods, standards and procedures and is responsible for managing time, planning and organising their own work and may be required to provide limited guidance to a limited number of lower classified employees.

An Intensive Support Services Worker at this level may be required to supervise lower classified employees or volunteers in their day-to-day work.

Key tasks and duties (including Key Performance Indicators)

Client Support

- Take overall responsibility for and actively monitor client behaviour and implement recommended proactive behaviour support strategies to prevent behavioural crisis
- Respond to behavioural crisis by implementing planned reactive strategies with a focus on safety of client, staff and others
- Take overall responsibility for the personal care of clients; training, coordinating and supervising other employees and scheduling work programs; and assisting in liaison and coordination with other services and programs
- Teach clients to acquire emotional self regulation skills by contributing to the development of and implementing appropriate and effective behavioural support programs designed to enable clients to reach their maximum potential and enhance their quality of life
- Implement, monitor and review the effectiveness of goals, support strategies and skill development programs, with clients which enhance living skills and community access, including the initiation of regular client program reviews
- Encourage and assist clients in planning meals, personal budgets, house accounts and day to day decision making
- Must be able to support clients in activities that may be contrary to the personal values of the employee i.e. religious, lifestyle choices

- Monitor the correct administration of prescribed medication, and personally administer prescribed medication in accordance with the Guidelines
- Build relationships with clients, families and stakeholders and encourage regular communication to meet specific needs of clients e.g. attending school, transport requirements, family visits
- Maintain client records, written communication and daily file notes to the standard prescribed by Multicap Tasmania's Policies and Procedures and Mandatory Reporting Guidelines
- Ensure client and family privacy and confidentiality is maintained
- Ensure that the service provided is in keeping with Disability Services Standards and the Policies and Procedures of Multicap Tasmania

Financial

- Ensure appropriate records are kept and maintained for expenditure of client and house funds in accordance with organisation policies and practices
- Ensure team is correctly utilising program and client monies and maintain receipts and records according to established Policies, Procedures and Protocols

Safety

- Recognise early warning signs of escalating behaviour and utilise agreed reactive strategies to deescalates crisis situations
- Participation in maintaining a safe working environment by identifying and monitoring WHS risks within the service and risk assessments are completed when planning programs in the community
- All vehicles associated with Multicap Tasmania activities are maintained in a safe and roadworthy condition, and driven in a manner that complies with Tasmanian road rules protecting client and staff safety'
- Report and document incidents in accordance of the organisation
- Ensure personal work practices comply with the organisations Workplace Health and Safety Policies and Procedures, including Emergency Evacuation procedures

Professional

- To act as a role model and mentor for staff, promoting positive attitudes, particularly with regard to supporting individuals who present with behaviours of concern, and a culture which reflect the philosophies of the organisation
- Role model and mentor a positive culture that encourages team unity, respect and work practices that align with Multicap Tasmania's Values and Code of Conduct
- Act appropriately at all times within the context of a positive behaviour support framework and be a role model for Intensive Support clients, staff and the community
- Maintain the philosophy of the organisation to ensure staff work for its achievement and work towards a standard of excellence

- Encourage and develop a team consultative approach to ensure consistent quality service provision and an environment where open communication is respected and valued
- Ensure continued participation in own self development

Physical requirements of the position

- Must be able to cope with the physical tasks of the position and support clients in a variety of environments by assisting with tasks including but not limited to:
 - The ability to work calmly in a challenging environment with competing demands or in crisis or high risk situations
 - Manual handling such as hoisting clients and assisting with mobility using appropriate equipment in accordance with the individual's care plan. Clients who are not subject to a specific manual handling regime may at times require assistance from staff that may involve limited weight bearing.
 - The ability to participate in any required or desired fitness and/or recreational activities that support the continued wellbeing of clients being supported
 - The manual operation of a wheelchair and client
 - The physical ability to undertake First Aid, including CPR and undertake emergency treatment of cuts, epilepsy, burns or other minor injuries that may occur
 - Be able to support clients with a personal care, a broad range of domestic tasks and individual skill development

Key Performance Indicators (KPIs)

- Client's needs are met, and the dignity of clients is maintained
- Organisational policies and procedures are adhered to
- Behaviour support strategies are monitored, recorded and adhered to
- Appropriate assistance is provided
- The house is kept clean, safe and secure
- High quality client support - Provision of high quality client support - client's needs are met as detailed in their support plans
- Documentation – Provide feedback on individual client's behaviour issues and progress with program activities through designated reporting mechanisms.
- Confidentiality – The dignity of clients and their confidential information is maintained.
- Compliance – Organisational policies and procedures are adhered to, including the Code of Conduct
- WHS – Active contribution to maintaining a safe working environment
- Contribution to team – Participate in team based and other service co-ordination processes, including de-briefing, team meetings, staff development Initiatives, collaboration with colleagues in client group program activities, training sessions and workshops.
- Self-development – Actively participate in self development activities.
- Multicap Tasmania is focussed on measuring performance and recognising when you do a great job.



- Our formal performance assessment process includes an annual performance appraisal by your Team Leader / Co-ordinator / Manager
- You will also be encouraged to play an active role in ongoing, informal reviews of your job performance

Qualifications

- An appropriate qualification relevant to the work required to be performed is highly desirable
- Will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;
- Appropriate on-the-job training and relevant experience

Other requirements

- Relevant training and/or experience in working with clients with challenging behaviours and the ability to assist clients to achieve enhanced independence through active support
- Current Medication Endorsement certificate.

Selection criteria

Essential

1. Demonstrated high level of communication and interpersonal skills, including the ability to liaise with clients, families, staff, management and external stakeholders
2. Demonstrated ability to effectively work in challenging or high risk environment and taking responsibility for your actions and decision making
3. Demonstrated support for principles of positive behaviour support and the ability to put these principles into everyday practice
4. Demonstrated experience in working within a structured client support plan and/or program and providing consistent support around specific strategies in place
5. The ability to take a leadership role in the building a workplace culture that supports the values and principles of the organisation
6. Current Tasmanian Driver Licence
7. Current First Aid and CPR certificates
8. Current Registration to Work with Vulnerable Persons ('Working with Children' Check)
9. Certificate of Completion of the 'Quality, Safety and You' - NDIS Worker Orientation Module



Signatures

Signed for and on behalf of the organisation

Name _____

Signature _____

Position _____

Date _____

The employee

I acknowledge that my duties and responsibilities are as outlined in this position description.

I further acknowledge that my duties may be varied from time to time.

Name _____

Signature _____

Position _____

Date _____