
Community Support Worker: Position Description

JOB TITLE: Support Worker

JOB TYPE: Casual

CLASSIFICATION/SALARY: SCHCDS Level 2

HOURS: Flexible between 8am-8pm Saturday & Sunday

LOCATION: Mobile – service areas to include Geelong and suburban Melbourne.

SUPERVISOR/MANAGER: Team Leader

MAIN DUTIES/RESPONSIBILITIES:

- Provision of psychosocial support to participants of the NDIS in line with individual goals. This to include:
 - Capacity building supports to develop independent living skills within home and community settings
 - Community access supports to participate in leisure activities to build social connectedness and/or complete necessary community-based activities i.e. attend appointments, complete shopping.
- Utilise a strengths-based, recovery oriented approach
- Build rapport and trusting professional relationships with clients
- Communicate with key stakeholders including clinical supports to work towards client goals and coordinate care
- General administration duties including maintaining client records
- Maintain client privacy and confidentiality
- Maintain safe working environment, reporting any workplace related risks to Director immediately
- Engage in regular reflective practice sessions (supervision)
- Willing to engage in professional development opportunities

SKILLS & EXPERIENCE

Qualifications:

- Certificate in Mental Health, Community Services or Disability (or related health field) or willing to obtain qualification within agreed timeframe

Experience:

- Experience and/or knowledge of community health services
- Experience with and/or knowledge of NDIS services including of types of support available and overarching guiding principles.
- Experience in client-facing role with ability to demonstrate quality communication, organisational and engagement skills.

- Experience working with complex mental health presentations and challenging behaviours.

Skills:

- Ability to engage with complex acute mental health presentations
- Ability to identify and appropriately manage client related risk
- Strong organisational skills and demonstrated efficiency
- Ability to uphold professionalism and respectful conduct
- Interpersonal skills – ability to engage with clients, build rapport, motivate and build positive and professional relationships
- Ability to work collaboratively within team environment and with external services
- Computer skills – ability to use basic Microsoft office computer programs including Outlook

PERFORMANCE GOALS:

- Attend scheduled outreach appointments and engage with clients in a recovery-focused and safe manner in line with their individual NDIS goals
- Uphold professionalism when representing Forbes Allied Services when dealing with clients and other services
- Remain contactable during work hours
- Complete case notes within 24hours, following workplace procedure