



HERVEY BAY COMMUNITY ACCESS ASSOCIATION INC.

APPLICATION PACKAGE

LIFESTYLE SUPPORT WORKER (CASUAL) COMMUNITY ACCESS and / or ACCOMMODATION

Please note: If you are applying for a particular position eg. Lifestyle Support Worker – Community Access, please nominate this in your application otherwise it will be assumed that you are applying for all positions.

JOB DESCRIPTION and BACKGROUND TO THE POSTION

Hervey Bay Community Access Association Inc (HBCAA) is a community-based organisation established to provide a community access service for people with disabilities in the Hervey Bay area. This organisation works in accordance with the Disability Services Act (2006) and the Disability Service Quality System.

All services provided are based on the recognition that people with disabilities are individuals with rights, needs and aspirations, and are members of families and of the wider community. Services are based on an individual planning model.

OUR VISION

Hervey Bay Community Access Association will be a professional organisation, recognised as a leader by the quality, flexible, individual support services we deliver to a person with a disability.

OUR MISSION

To encourage independence and participation in the community by providing:

- Flexible support services for people by meeting their needs based on valued and informed choices.
- Assistance with the development of skills, self confidence and self esteem of people with a disability in Hervey Bay and surrounding areas.

OUR CONSTITUTIONAL OBJECTIVES

To establish and maintain a support network to enable people to access the local community and exercise their rights as individuals in our society.

To establish, manage and maintain a quality individualised, responsive and flexible service for people with a disability based on the expressed needs of the person.

To facilitate access to community resources for people with a disability.

To provide a quality agency for people with a disability that ensures the least restriction to the persons' rights and opportunities as defined in the Disability Services Act 2006.

To encourage community inclusion and promote the growth and development of community attitudes that encourages and supports the valuing of people with a disability.

SERVICE PHILOSOPHY

People with disabilities have the same basic human rights as other members of society and should be empowered to exercise their rights.

- The right of people with disabilities to be valued as individuals.
- The right of people with disabilities to access services on a non-discriminatory basis.
- The right of people with disabilities to dignity, respect, privacy and confidentiality.
- The right of people with disabilities to make choices that effect their own lives.

People with a disability, advocates, family and friends should be involved in the design and monitoring of our service.

Social role valorisation will be maintained by the service. This enables enhancement and maintenance of valued social roles that in turn leads to inclusion.

The least restrictive alternative concept shall be used. This means individuals needs and growth are developed in ways that least restricts personal freedom.

REPORTING STRUCTURE

TO: Manager Community Access / Accommodation

BY: Written and verbal reports and formal performance appraisals.

ACCOUNTABLE

Accountable for

- Effective operations of support services and
- duties as stated in the job description
- adhering to appropriate workplace policies and practices
- upholding the service's philosophies

WAGES and CONDITIONS

As per Hervey Bay Community Access Assoc Inc. Collective Agreement 2007.

Commencement wage: Pay level 1.1 (\$22.1640) increasing to pay level 2.1 subject to satisfactory performance during the initial period.

THE REWARDS

HBCAA is committed to employing the right people (high personal values, which match HBCAA's values and culture) to provide quality support for the benefit of the people who access this service with an emphasis on working closely with people to achieve his/her personal goals.

In return you will:

- Be joining a professional, accredited, community organisation who is recognised as being a leader in supporting people with a disability to live in their own home and access the community.
- Be joining an organisation which places a high priority on people with a disability and staff, and create a rewarding and satisfying working environment.
- Work in a team environment while enjoying the freedom to excel and assist in the development of others
- Receive a full orientation and on-the-job training and support.

PRE-EMPLOYMENT

H.B.C.A.A. Inc has an obligation under the Qld Workplace Health and Safety Act 1995 and a Duty of Care under the Common law to provide a safe place and system of work for its employees. Because of the extreme vulnerability of the people HBCAA supports, management has a zero tolerance for alcohol and drug usage while an employee is at work, **all employees will be randomly tested** whether an employee takes alcohol or drugs at work or whether alcohol or drugs are in the employees system when they attend work. Employees found to be under the influence of alcohol and/or a drug will be removed from the worksite and appropriate action will be taken. A condition of employment will be a pre-employment alcohol and drug test together with pre-employment physical assessment conducted by a nominated, registered physiotherapist. For more information please request a copy of HBCAA-PPI-076 Drugs and Alcohol – Fitness for Work Policy & Practices for your perusal.

DUTIES – COMMUNITY ACCESS

- Support people with a disability to establish and maintain relationships and interests through access to, and participation in community activities, venues and services using a range of strategies, as in accordance with organisational standards and guidelines and the person's individual goals.
- Establish and maintain a collaborative working partnership with the person with a disability's family and other members of the support team that assists the person to identify their aspirations and to realise them through the provision of a flexible and individualised support plan.
- Liaise with the CEO or Manager – Community Access / Accommodation on all issues relating to the welfare and development of people with a disability.
- Resource creative, innovative and flexible solutions to a person's support needs.
- Support people with a disability with the development of individual plans in order that they may achieve their preferred lifestyle and future.
- Support and assist people with a disability, as required, with personal care, daily living activities and household management to ensure that people with a disability enjoy standards of personal care, health security, accommodation and safety which meets their needs, abilities and preferences.
- Use a variety of assessment processes to determine needs, skills, interests, preference and levels of support required in daily activities.
- Contribute to the smooth, efficient and effective provision of services to people with a disability by promoting effective team work and communication, providing accurate and timely reports, maintaining organisational and people's records and carrying out administrative tasks.

- Relate to the person with a disability in a patient, understanding manner and to encourage acquisition of personal and social skills in an age appropriate and dignified environment.
- Work within the realms of our Mission Statement, Vision, Philosophies, Disability Service Standards, Code of Conduct and Ethics.
- Ensure that the person with a disability presents a personal image appropriate to the standards of the community.
- Encourage an interest in, and expand the opportunities for the development of leisure and recreation pursuits for the person you are supporting.
- Maintain a high standard of personal appearance and conduct, which provides an example for the person you are supporting.
- Attend planning meetings as required and take a constructive, active role when contributing to the planning process for each person you are supporting.
- Comply with the practices set out in the organisation's Workplace Health and Safety Policy and Practices.

DUTIES – ACCOMMODATION / RESPITE

- Establish and maintain a collaborative working partnership with the person with a disability, their family, and other members of the support team that assists the person to identify their aspirations and to realise them through the provision of a flexible and individualised support plan.
- Support and assist people with a disability, as required, with personal care, daily living activities and household management to ensure that people with a disability enjoy standards of personal care, health, security, accommodation and safety which meets their needs, abilities and preferences.
- To provide direct care support for people and families in their own home and community. This will include the co-ordination of a person's household where necessary.
- Manage health issues by following daily health plan and follow advice from Medical Specialists / Nursing Professionals or the person being assisted / parent in providing general or specific medical & health care supports to someone with high-complex needs and dietary requirements.
- Manage Medication storage and administration, understand side effects and health & safety issues, and record keeping and complete Medication Incident Forms
- Maintain the person's privacy, dignity and confidentiality at all times.
- Support the person to maintain the grocery budget, purchase groceries and support the person (if applicable) to cook healthy meals.
- Support people to maintain family and friend contact where needed.
- Contribute to the smooth, efficient and effective provision of services to people with a disability by promoting effective team work and communication, providing accurate and timely reports, maintaining organisational and people's records and carrying out administrative tasks.
- Take a pro-active duty of care approach to the prevention of abuse and neglect of a person and report any issue as per Abuse Policy & Practice.
- Maintain the person's Daily Diary, Staff Communication Book and own Work Diary with accuracy, respectfully in detail, factually and with professionalism.
- Keep person / family member and Manager – Community Access / Accommodation informed of any issues or concerns and seek advice, information and clarification where needed.

- Complete Time Sheets accurately and deliver them to the office on time.
- Provide as much assistance as required to help develop person's self care / self help skills and daily living activities that promote independence building.
- Promote a positive image of people with disability by emphasising abilities, gifts, skills and competencies and present with own high standard of dress, appearance, personal hygiene, language and actions and ensure the same of the person being supported.
- Encourage recreational activities which take into account the person's preferred likes, dislikes, physical ability, mobility and communication.
- Follow agreed cleaning routines and responsibilities as per guidelines for each person or household, maintain a clean environment and be willing to assist colleagues with extra cleaning duties if required.
- Report any cleaning and maintenance problems to the WH&SO immediately.
- In '24 hour responsibility "shared" houses only, ensure that all individual, household or service equipment, white-goods, furniture, grounds, house and vehicles are well maintained, reporting defects or problems immediately to the WH&SO.
- Hours of employment may be variable, according to the individual's ongoing, long-term or immediate needs. Rosters may cover morning, afternoon and night wake or sleeping shifts, and cover Monday to Sunday according to need.
- Must attend all In-Office Training and be deemed competent in all Competency Based Training Sessions pertinent to the needs of the person being supported.
- Must be able to complete an Accident/Incident Form or Hazard Report as required and deliver to Office immediately or within 24 hours.
- Aware of HBCAA's Policies and Practices and Quality Systems and work within the realms of our Mission Statement, Vision, Philosophies, Disability Service Standards, Code of Conduct and Ethics.
- Aware of the Disability Services Act 2006, National Standards and DSQ Quality Systems (DSQS) and can discuss and demonstrate a 'bigger picture' perspective.

General Requirements

- Have good observation skills, able to pay attention to details and can readily assess the health and wellbeing of the person being supported.
- Capable of working without direct medical or nursing supervision and able to make sound, independent decisions in an emergency.
- Able to deal with the personal hygiene/continence needs of others, with dignity & respect.
- Believes in the potential of others, is able to focus totally on the person and can see this position as more than 'just a job'.
- Has the ability to be as creative, flexible, patient and empathic as required.
- Presents as a positive role model in attitude, values, standard of dress, standard of personal hygiene, language and behaviour towards people with disabilities in their own home and the community.
- Demonstrates good interpersonal skills; able to be a willing, cheerful, participative and co-operative Team Member, with the ability to problem solve as part of a Team and able to focus on the best outcomes for the person being supported.

Please note: If you are applying for a particular position please nominate this in your application otherwise it will be assumed that you are applying for all positions. The responses you give to the above questions will determine whether you will be successful for an interview. Therefore please give a lot of thought to the questions before writing your responses on a separate piece of paper.

EXPRESSION OF INTEREST

You are required to answer **all** of the following questions.

- 1) Why do you want to support people with a disability?
- 2) What would you bring to this organisation?
- 3) Why do you think you would do well at this job – supporting people with a disability?
- 4) Are you able to successfully complete all practical and written requirements of this job, including training?
- 5) What motivates you to do your best on the job?
- 6) In your previous jobs have you worked as part of a team? Include your roles in the community and or sport.

OTHER REQUIREMENTS (please respond)

If successful it is a requirement to obtain a Positive Notice Card – either through Dept Communities or Commissioner for Children & Young People. (The CEO will help organise this with you.)

A current manual driver's licence is preferred or the ability to acquire one.

A current Senior First Aid Certificate is essential or the ability to acquire one. If successful HBCAA will provide an opportunity to obtain one.

The ability to work outside normal working hours (after hours and weekends) is preferred.

Willingness to attend all offered training.