

**POSITION**

Residential Support Worker

**BACKGROUND**

Bayley House has been established for over 50 years as a provider of high quality services for people with a disability. The organisation's services include support in day activities, community access and accommodation.

Bayley House is a not-for-profit company.

**EMPLOYER**

The employer is Bayley House

**ACCOUNTABILITY**

The position is accountable to the Deputy CEO via the relevant Team Leader.

**DATE OF ISSUE**

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**Position Summary**

Residential Support Workers, under the direction of the Team Leader and Deputy CEO, work with the people we support to promote their skills and progress towards goals.

Role responsibilities encompass tasks within four areas: (i) Individual Support, (ii) Program Development, (iii) Administration and (iv) Teamwork.

<b>Area of Responsibility – Individual Support</b>		
<b>Individual Support Service Goal</b>	<b>Major Tasks</b>	<b>Key Performance Indicators</b>
1.1 Ensure that individual needs of the people we support are met.	<ul style="list-style-type: none"> <li>• Collaborate with the people we support, their families and those who know them best to establish clear goals and choices for outcomes within their services and programs.</li> <li>• Provide a working environment that is safe, supportive and encouraging.</li> </ul>	<ul style="list-style-type: none"> <li>✓ People we support have current Personal Plans based on person-centred principles that are identified by the individual and that are regularly monitored and reviewed.</li> <li>✓ Approaches and strategies significantly reduce the number and frequency of accidents and incidents.</li> <li>✓ Feedback from service users is routinely sought and gauged.</li> </ul>
1.2 Optimise skill development and opportunities for each person we support.	<ul style="list-style-type: none"> <li>• Identify training experiences and opportunities that assist people to achieve their personal goals.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Regular skills assessments and workplace assessments are conducted and the results of these inform the relevant planning process (Personal Plan).</li> <li>✓ Programs, services and activities are delivered flexibly and responsively.</li> <li>✓ Programs, services and activities are personalised and individualised at every opportunity.</li> <li>✓ Service gaps are identified and initiatives are developed in response.</li> </ul>
1.3 Ensure effective liaison with the people we support and their families.	<ul style="list-style-type: none"> <li>• Provide information, advice and support to families and significant others.</li> <li>• Ensure that the planning process is inclusive and consultative.</li> <li>• Provide regular liaison with those families represented in the allocated house.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Families are informed, included and supportive of the service provided.</li> <li>✓ Family members are acknowledged and feel valued in the planning process.</li> <li>✓ Families remain connected with, are included in and are actively involved in the life of, the resident.</li> </ul>
1.4 Ensure services and programs meet all quality service standards.	<ul style="list-style-type: none"> <li>• Knowledge of quality assurance standards is consistently demonstrated.</li> <li>• Assist in the ongoing development and implementation plans that ensure quality in policies, practices and procedures for programs and services.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Aware of quality standards and responsibilities within these frameworks.</li> </ul>

<b>Area of Responsibility – Program Development</b>		
<b>Individual Support Service Goal</b>	<b>Major Tasks</b>	<b>Key Performance Indicators</b>
2.1 Proactively support the rights of dignity, respect and inclusion within home and community for the people we support.	<ul style="list-style-type: none"> <li>• Encourage the participation of the community and the people we support in planning, development and quality reviews of our services.</li> <li>• Encourage, support and facilitate opportunities for the people we support to actively participate in their home and community.</li> </ul>	<ul style="list-style-type: none"> <li>✓ The people we support will have access to, and actively participate in, forums within the house and, where possible the organisation.</li> <li>✓ Community members will be encouraged to participate in Bayley House services.</li> <li>✓ The people we support will regularly participate in community activities and events.</li> </ul>
2.2 Monitor changing needs of people affected by disabilities and provide information on ways to meet those needs.	<ul style="list-style-type: none"> <li>• Monitor and evaluate the functioning of the service, identifying and recommending changes in our service delivery as appropriate.</li> <li>• Report regularly on changing needs and emerging trends within the service and recommend possible responses to these needs.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Bayley House remains informed of the things that matter.</li> <li>✓ Services are flexible, responsive and relevant to the people we support.</li> <li>✓ Bayley House will participate and inform the disability field and the community in general of its accomplishments and achievements.</li> </ul>
2.3 Promote Bayley House programs and services throughout the community.	<ul style="list-style-type: none"> <li>• Develop appropriate networks in order to maintain an awareness of community needs and issues and develop proposals and responses where appropriate.</li> <li>• Liaise with other service providers in order to identify and meet disability needs within the home and the community.</li> <li>• Participate in promoting the profile of Bayley House and networking within the general community to promote awareness of people affected by disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Bayley House develops innovative responses to recognise need.</li> <li>✓ Bayley House staff members and the people we support will be highly regarded within the local and professional community.</li> <li>✓ Bayley House is a highly regarded disability service with a reputation for service excellence.</li> <li>✓ Bayley House is recognised as an advocate for the people we support.</li> </ul>

<b>Area of Responsibility - Administration</b>		
<b>Goal</b>	<b>Major Tasks</b>	<b>Key Performance Indicators</b>
3.1 Have knowledge of key reporting systems and their proper administration.	<ul style="list-style-type: none"> <li>• Incident Reporting</li> <li>• File management</li> <li>• Medication management</li> <li>• Personal Plans</li> <li>• Quality Management System</li> <li>• Program budgets</li> <li>• Time sheets</li> <li>• Program recording</li> <li>• Hazard checklist and reporting</li> <li>• Maintenance issues</li> <li>• House meetings</li> </ul>	<ul style="list-style-type: none"> <li>✓ Personal files will be accessible, current and a valuable resource to staff members in the ongoing role of providing care and support to people with a disability.</li> <li>✓ Records will be maintained in a professional manner.</li> </ul>
3.2 Assist maintenance of OH&S system within the service.	<ul style="list-style-type: none"> <li>• Monitor work practices to meet OH&amp;S requirements.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Services will be delivered in a safe environment that ensures the safety and well-being of all.</li> <li>✓ Staff meetings will include discussion of work practice issues, advice and support within the context of OH&amp;S.</li> </ul>

<b>Area of Responsibility - Teamwork</b>		
<b>Goal</b>	<b>Major Tasks</b>	<b>Key Performance Indicators</b>
4.1 Maintain an effective work environment.	<ul style="list-style-type: none"> <li>• Work to achieve identified outcomes.</li> <li>• Establish and maintain appropriate work relationships.</li> <li>• Review and develop own performance.</li> </ul>	<ul style="list-style-type: none"> <li>✓ All staff members are expected to foster an effective work culture that supports staff members, promotes ownership and commitment to best practice and actively encourages effective communication and cooperative team spirit amongst staff members.</li> </ul>

### **Conditions of Employment**

- Where the term of employment is for a defined period, the employee will sign an Employment Contract that clearly states the commencement and completion dates for the defined period.
- All Bayley House employees serve a six month qualifying period from commencement of employment.
- The Bayley House and HSU Disability Services Union Collective Agreement 2006-2009 will be used to define employment conditions.
- Bayley House offers salary packaging to all employees after three months employment.

### **Hours of Work and Roster**

Staff members may work up to 76 hours per fortnight. Shifts may include weekends and public holidays, sleepover shifts and, possibly, active nights.

### **Staff Development, Training and Quality Assurance**

All staff working in Bayley House Residential Services will be required, as a condition of employment, to participate in staff development, training and quality assurance activities as requested.

### **Police Check**

All new workers must supply a copy of a current (no more than 6 months old) police check which must demonstrate the absence of a relevant criminal history.

### **Staff Grievance Procedure**

A copy of Bayley House Grievance Procedure is provided in the Policy and Procedures Manual, located in all workplaces.

### **Key Selection Criteria**

#### ***Essential***

- Appropriate academic qualification (Certificate IV in Disability Work or equivalent) and proven experience relevant to the position OR willingness to obtain this through Bayley House training program.
- A current driving licence.
- Knowledge of impacts of disability and experience in working with people with disabilities.
- Capacity to lead by example to motivate and promote high quality work standards.

#### ***Desirable***

- Demonstrated ability in team development skills.
- High level of judgement and problem-solving skills.
- Appropriate experience in using computers.
- Ability to effectively set priorities and manage and utilise human, financial and physical resources.
- Commitment and passion for person-centred approaches.
- Excellent time-management skills and the ability to think laterally and manage stressful situations.
- Other skills, knowledge and experience, including a well-developed sense of humour, which may assist in the successful performance of the position.