

POSITION DESCRIPTION

Position	Support Care Worker
Organization	Direct Care Assistance

Job Summary:

As a Support Care Worker at Direct Care Assistance, you will play a vital role in assisting and supporting clients/individuals with disabilities in daily activities, household support, personal care support, emotional support, community access, and providing high-intensity care. You will be responsible for ensuring the well-being, safety, and empowerment of our clients, promoting their independence, and enhancing their overall quality of life. You will work closely with clients, their families, and other personnel to ensure the smooth delivery of services and meet individual needs.

Key Responsibilities

1. **Household Support:**
 - ✓ Deliver services to clients at their residences based on their individual needs.
 - ✓ Assist with domestic chores, errands, and other household tasks as required.
2. **Personal Care Support:**
 - ✓ Provide personal care to individuals with disabilities.
 - ✓ Support clients with maintaining general hygiene, dressing, and participating in relevant programs.
3. **High-Intensity Care:**
 - ✓ Provide specialized support to clients with complex needs, including behavior management, physical assistance, and administration of specialized medication, manual handling, use of hoist machine and other responsibilities as per training and individual care plans.
4. **Emotional Support:**
 - ✓ Build a rapport with individuals in your care, offering understanding, patience, empathy, and compassion.
 - ✓ Communicate effectively to comprehend their needs and provide emotional support.
4. **Assisting with Daily Activities:**
 - ✓ Maintain proper records of client needs and locations for efficient travel and assistance.
 - ✓ Help with daily activities such as feeding, cooking, shopping, cleaning, and transportation.
5. **Prompting and Supervising Timely Medication:**
 - ✓ Assess participants' medication requirements and ensure they receive necessary medications.

- ✓ Coordinate with medical services in case of urgent medication needs.

6. Developing Personalized Support Plans:

- ✓ Communicate with participants to understand their support coordination requirements.
- ✓ Use participant input to develop personalized support plans that align with their goals and needs.

7. Providing Emotional Support:

- ✓ Offer emotional support to individuals living with disabilities, helping them cope with anxiety, depression, and other challenges.
- ✓ Suggest additional professional services when necessary.

8. Working with Partnering Health Workers:

- ✓ Collaborate with allied health workers to ensure participants' needs are met.
- ✓ Communicate participants' progress to health professionals for better independent functioning.

9. Providing Transport Services:

- ✓ Safely drive participants to outings, medical appointments, and other destinations.
- ✓ Arrange suitable transportation with necessary accommodation, such as wheelchair-friendly vehicles.

12. Assisting with Community Participation/Community Access:

- ✓ Support participants in attending social events and activities to enhance community participation.
- ✓ Coordinate transportation, accommodation, and collaborate with community organizations for social needs.
- ✓ Facilitate and accompany clients in accessing the community, engaging in social activities, attending appointments, and participating in recreational and educational programs.

13. Collaboration:

- ✓ Collaborate with multidisciplinary teams, including other support workers, healthcare professionals, and family members, to ensure effective coordination of care and holistic support for clients.
- ✓ Engage in ongoing professional development activities, including training sessions and workshops, to enhance your skills and stay up-to-date with best practices in the disability support sector.

14. Documentation and Reporting:

- ✓ Maintain accurate and up-to-date records of client interactions, progress, and any incidents or concerns. Prepare reports and contribute to client reviews and care plan meetings.

- ✓ Update detail progress summary after each shift and duly Clock in and Clock out of the shift.

15. Safety and Risk Management:

- ✓ Identify and assess potential risks to clients' safety and well-being, implementing appropriate measures to mitigate these risks and ensuring a safe environment at all times.

16. Compliance: Adhere to all relevant policies, procedures, and regulations, ensuring compliance with NDIS guidelines and ethical standards.

Qualifications and Skills:

- Certificate III or IV in Disability Support or a related field (or willingness to obtain certification).
- Experience in providing care and support to individuals with disabilities.
- Knowledge of person-centered care approaches and a commitment to promoting client independence.
- Excellent communication and interpersonal skills, with the ability to build trust and rapport with clients and their families.
- Strong problem-solving and decision-making abilities, with the capacity to handle challenging situations and adapt to changing client needs.
- Empathy, patience, and a genuine passion for supporting individuals with disabilities.
- A valid driver's license and access to a reliable vehicle (preferred but not mandatory).
- Current First Aid and CPR certification (or willingness to obtain certification).
- Ability to work flexible hours, including weekends and evenings, as required.

Note: *This job description outlines the general duties and responsibilities of the support care worker position at Direct Care Assistance. It may be subject to change or modification based on the specific needs of individual clients and the organization.*

Acknowledgement

I,, acknowledge and accept the responsibilities outlined in the role description provided above. I am committed to fulfilling my duties accordingly.

Name:

Signature:

Date: