



Job Description:

Support Worker / House Senior

Reports to:

House Senior/Specialist Services Manager (SSM)

Brief Overview:

The Support Worker/House Senior will provide individual support to residents and ensure structured operation of accommodation alongside other support staff. This role will be experienced in conflict resolution and behavior management to also work alongside residents with complex behaviors. The House Senior will function as the lead support worker on site and work closely with the Specialist Services Manager, assisting with rostering, care planning and management of work health safety.

Main Duties/Responsibilities:

Role Attribute	Responsibilities
Supporting Residents in Individual and Group Capacity	<ul style="list-style-type: none"> • Provide 1:1/1:2 support to residents. • Working closely with the House Senior to ensure smooth and structured operation of daily tasks at accommodation. • Direct support assistance to each client in accordance with their requirements and support plan. • Have the ability to physically assist the client if required (i.e. lifts, showering and wheelchair assist). • Have experience in complex behaviour, specifically conflict resolution, behaviour management relevant to disability (psychosocial and intellectual)
Support Clients through Effective Process	<ul style="list-style-type: none"> • Work in accordance with the medication administration policy, work health and safety procedures and client right's policies including privacy and confidentiality. • Ensure completion of appropriate documentation and measure outcomes where appropriate. Relevant information on support provided is to be recorded in client notes and communication book as required. • Work with clients, family/ carers, relevant case managers and other professionals to support the client's individual goals.

	<ul style="list-style-type: none"> • In conjunction with other members of staff assist in developing, implementing and evaluating training and behaviour programs to attain identified individual goals.
House Senior specific roles	<ul style="list-style-type: none"> • Work closely with the (SSM) and function as a liaison between the (SSM) and other team members where necessary • Function as the lead support worker on site - being point of call in providing daily care to our clients • Assist the Team Leader with: <ul style="list-style-type: none"> • Clinical case management • Care planning • Daily rostering changes • Daily reporting to NDIS ?? • Managing WHS checklists and audits • Organizing monthly staff meetings • Recognising ongoing disability + mental health needs • Recognising case management needs (assessing low risk incidents and overall (low-level) risk assessments) • Supervise on-site handovers • Frontline incident reporting • Any other duties assigned by the House Senior
Recovery specific roles	<ul style="list-style-type: none"> • Recognising recovery needs of clients (additional supports required such as counseling, financial counseling, weekly activities scheduling) • Social Activity Calendars for Social/mental health and wellbeing.
Disability specific roles	<ul style="list-style-type: none"> • Recognising physical health needs and liaising with relevant health practitioners to have these needs met • Recognising risks and hazards for disability clients in the house

Key Performance Indicators

- Measured outcome achievement of daily living improvement from clients
- Resident satisfaction from quarterly-surveys
- Medication Charts signed off correctly
- Incident Reporting and Resolution
- Transportation kms to match Client funding
- Care Plan/Safety Plans Actioned
- Social Activities aligned with Resident Outcomes

Collective Hope Expectations

- Actively support Collective Hope Group purpose and values
- Positively representing the Collective Hope organization
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying
- Operate in line with all policies and procedures
- To help ensure the health and safety of self and others

Mutual Agreement

Employee Signature

Collective Hope (Direct Supervisor)

Collective Hope (CEO)