

NEW HORIZONS enterprises limited

POSITION SPECIFICATION AND JOB DESCRIPTION COMMUNITY SUPPORT WORKER		
Authorised by:	Date:	No of Pages: 4
Staff Signature:		

Mission Statement

The Mission of New Horizons is to provide quality support services to people with a disability or who are frail aged.

Title: Community Support Worker

Qualifications:

Essential: Demonstrated experience in the field of mental illness
Working knowledge of the recovery principles
Capacity to implement strengths based, recovery focused program
Experience in developing individual recovery plans or service plans for service recipients
Relevant Minimum Certificate III or equivalent
Documentation skills
Understanding and working knowledge of the Disability Service Standards and Mental Health Standards
Current NSW driver's license
For Peer Support Workers: Personal experience in managing own mental health or personal experience in providing support to people with a mental illness

Desirable: Relevant local community language skills (e.g. Chinese, Arabic)

Objective of Position:

To provide community care to individuals who have a severe functional limitation resulting from a mental illness.
To ensure service delivery encompasses the principles of recovery to meet the needs of the participants.

Reporting relationships: The position reports to the Coordinator

Terms of engagement: Terms are in accordance with the Letter of Offer

Industrial Agreement: New Horizons enterprises limited (Staff) Workplace Agreement 2002

New Horizons' acknowledges the contribution made by all staff in achieving New Horizons goals in the delivery of quality services to service recipients. In order to meet your commitment to these goals you will be required to:

1 Work within the Mission and Philosophy of the Organisation

- 1.1 Work within the stated mission statement, philosophy and objectives of New Horizons.
- 1.2 To be familiar with and actively support New Horizons' policy and procedures, which are the basis of the relationship between the service recipient, families, volunteers and New Horizons.
- 1.3 Work according to New Horizons policies, protocols and procedures.
- 1.4 Promote and articulate the role and function of New Horizons with employees, service recipients, carers, volunteers, advocates and others.
- 1.5 Acknowledge and maintain service recipients' rights and confidentiality in accordance with New Horizons policy and procedures and contractual obligations.
- 1.6 Contribute to continuous improvement and the achievement of the Disability Service Standards, Mental Health Standards and other relevant Acts, Standards or other legislation.

2. Work with Colleagues

- 2.1 Work cooperatively as a team member with respect to colleagues.
- 2.2 Consult and share information when needed.
- 2.3 Respect ideas, values, contributions, capabilities and limitations of others.
- 2.4 Accept and carry out designated tasks and responsibilities in accordance with New Horizons policy, procedures and accepted work practices.
- 2.5 Support fellow staff in operations of the service.
- 2.6 Assist in developing the competence of new or less experienced staff through sharing of knowledge and by example.
- 2.7 Promote a safe environment for service recipients, staff and others in accordance with New Horizons policy and procedures and contractual obligations.
- 2.8 Recognise and use appropriate strategies to resolve conflict in the workplace.
- 2.9 Contribute to continuous improvement by participation and attendance at relevant meetings and staff supervision and appraisals.

3. Demonstrate a commitment to training and development.

New Horizons maintains that it is an obligation and the responsibility of the individual worker to continue to maintain and increase their knowledge, skills and abilities regarding their work role.

- 3.1 Maintain skills and knowledge related to work role and seek opportunities to develop relevant knowledge and skills.
- 3.2 Attend relevant in-service education sessions.
- 3.3 Seek opportunities from outside agencies to further education.

- 3.4 Maintain own service and continuing education records, and register a copy with the coordinator.
- 3.5 Participate in regular performance review in accordance with New Horizons policy and procedures.
- 3.6 Share knowledge and expertise with other members of the team gained through attendance at education forums.

4 Work within the Occupational Health and Safety Standards of New Horizons.

New Horizons has an obligation under Occupational Health and Safety legislation to provide a safe and healthy environment for all staff, employees, volunteers and visitors.

As an employee you have an obligation to become familiar with New Horizons policy and procedures and other workplace responsibilities.

- 4.1 Follow New Horizons policy and procedures on OH&S.
- 4.2 Report and document identified hazards in accordance with New Horizons policy and procedures.
- 4.3 Maintain a safe environment for service recipients, staff, volunteers and others.
- 4.4 Follow New Horizons infection control policy and procedures implementing universal precautions.
- 4.5 Use and store chemicals in accordance with product instructions.
- 4.6 Ensure the use of appropriate products, appliances and equipment for living skills training to service recipients.
- 4.7 Follow guidelines for safe manual handling.
- 4.8 Ensure fire safety and evacuation drills are carried out in accordance with New Horizons policy and procedures.
- 4.9 Ongoing commitment to Quality Assurance, Safety and Risk Management.

5. Meeting the requirements of the position

- 5.1 To work within a care coordination framework which is strengths based and has a recovery approach
- 5.2 To provide mentoring and support to people
- 5.3 To conduct an assessment of needs
- 5.4 To develop, implement and monitor the participants Individual Recovery Care Plan
- 5.5 To provide advocacy, peer support, personal development, family relationship support and mediation
- 5.6 To work within the Individuals Recovery Care Plan in order to promote independence by encouraging and supporting the development and maintenance of skills in activities of daily living, medication management, social and leisure pursuits.
- 5.7 To provide opportunities, support and services to develop or redevelop skills, build confidence and reconnect with the community

- 5.8 Referrals to be made to relevant services such as; housing, vocational services, drug and alcohol services, clinical services and mental health and allied health services
- 5.9 Ensure services that are accessed by participants are integrated and complementary to other services in the community
- 5.10 To support strategies that reduces the long-term risks of the participants disability and improves their quality of life
- 5.11 To complete all documentation in accordance with New Horizons policies and procedures
- 5.12 To prepare reports, including any required by FaCSIA and submit them to the PHAMs Coordinator
- 5.13 To report to the Coordinator any issues or concerns regarding agreed tasks or responsibilities
- 5.14 Any other reasonable request relevant to your position
- 5.15 Values:
 - To work with participants using empathy, genuineness, honesty and respect
 - To be aware of and work within the framework of duty of care and dignity of risk
 - To promote the service recipient's participation with decision-making
 - To respect the service recipients personal beliefs and values and refrain from imposing personal beliefs and values
- 5.16 To submit a fortnightly time sheet showing all hours worked. Unpaid voluntary work is not permitted. **You must obtain approval from the Manager to work overtime.**

Note: This job description will be reviewed regularly to ensure that it continues to reflect the requirements of the position and that it is meeting the needs of the Service Recipient