



## POSITION PROFILE: Active Support Worker (Level 2)

### PART A: POSITION DESCRIPTION

<b>Position Title:</b>	<b>Active Support Worker</b>	<b>Location:</b>	<b>Multiple Locations</b>
<b>Group:</b>	<b>Aspect Adult Community Services</b>	<b>Reports to:</b>	<b>Team Leader and/or Regional Coordinator</b>
<b>Industrial Award Coverage:</b>	<b>Social, Community, Homecare and Disability Services Award</b>	<b>Classification Level:</b>	<b>Level 2</b>

### Organisation Purpose

A different brilliant® - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

<b>Vision</b>	<b>Mission</b>	<b>Values</b>
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

### Team Purpose

Aspect Adult Community Services provides a flexible range of support services for adult participants that focuses on the individual and their family/carers and support network across metropolitan Melbourne and Sydney. Staff work with individuals within small groups to deliver person centred, community participation, social recreation activities and short term accommodation.

Community participation and social recreation activities are provided from our hubs located in Sydney and Melbourne. Services are structured to provide a range of activities and programs which have a strong focus on community participation, social engagement and independent living skills. Our service delivers programs which focus on individual goals and interests and provide opportunities to develop skills, confidence and social networks. Centre based short term accommodation is provided from Wyndham Lifestyle House for 5 participants each day 7 days per week.

Autism Spectrum Australia (Aspect) is committed to providing an environment free from abuse, neglect and exploitation of the people we support.

## Position Purpose

An Active Support Worker is responsible for implementing, monitoring and reviewing each participant's Individual Service Plan (outlines measurable supports/goals for participants) and to follow the aims and objectives of these programs using active support principles. Active Support Workers are involved in the implementation of supports to ensure the transfer of skills across all environments and work collaboratively within their teams and with practice leaders to foster positive relationships with families/carers and support networks and ensure shared communication between all parties. All staff will receive Mandatory training in the Aspect Comprehensive Approach (ACA) and five point star.

OUTCOMES		
Key Results Area:	Requirements & Expectations	Success Indicators
<b>Direct Support (Active support)</b>	<ul style="list-style-type: none"> <li>Review each allocated Participant's Individual Service Plan prior to facilitating program/s to ensure supports are provided and goals are achieved.</li> <li>Recognise participants as valued and unique individuals by using the Aspect Comprehensive Approach (ACA), 5 point star</li> <li>Ensure active support principles are used to provide support and implement programs.</li> <li>Provide regular feedback on programmes and contact Team Leader/coordinator or Practice leader</li> <li>If afterhours then follow the site specific communication chain,</li> <li>Follows work instructions</li> <li>Engage with participants using a Positive Behaviour Support (PBS) approach</li> <li>Implements PBS plans as outlined in Aspect's Implementation Checklists and in behaviour support plans created by Behaviour Support Practitioners as per the NDIS Quality and Safeguards Commission Framework</li> <li>Demonstrate understanding of Restrictive Practice procedures and follow protocols recorded in the participant's PBS plan</li> <li>Provide appropriate personal care as needed, including but not limited to providing assistance with personal hygiene, grooming and mealtime management.</li> <li>Record and audit all Participant and/or Aspect monies as part of accessing the community.</li> <li>Monitor health and wellbeing of participants and reports concerns.</li> </ul>	<ul style="list-style-type: none"> <li>Participant's Individual Service Plan goals are met.</li> <li>Service is provided in compliance with Active Support principles and Aspect Comprehensive Approach and 5 Point Star</li> <li>Aspect Comprehensive Approach (ACA), 5 point star is demonstrated in all interactions with participant's</li> <li>.Active support and capacity building is demonstrated in all interaction and services provided.</li> <li>Support concerns are raised to Team Leader/ Regional Coordinator</li> <li>Actively respond to incidents using Positive Behaviour Support (PBS) and uses MAPA (Management of Actual or Potential Aggression) techniques if required.</li> <li>PBS plan implemented and Implementation Checklist followed and completed</li> <li>Approved restrictive practices are implemented as per participant's PBS plan</li> <li>Appropriate personal care is provided to Participants in a timely, respectful, and safe manner following proper procedure and approval</li> <li>.All monies are handled responsibly and accounted for as per agreed procedures.</li> <li>Medication management guidelines are strictly adhered to and accurate records are completed and maintained.</li> </ul>

**OUTCOMES**

Key Results Area:	Requirements & Expectations	Success Indicators
	<ul style="list-style-type: none"> <li>Safely administer medication to participants as required by Individual Support Plan and medication management guidelines.</li> </ul>	
<b>Indirect Support</b>	<ul style="list-style-type: none"> <li>Participant record management procedures are followed using Salesforce (CRM software), to enter and update records. Staff are required to complete daily shift notes in participants file on Salesforce.</li> <li>Incidents, hazards, near misses, complaints and feedback entered into Riskman daily in compliance with procedures and relevant legislation.</li> <li>All communication with families/carers and stakeholders is conducted and responded to in a professional, timely and respectful manner</li> <li>Respond to participant/family/carer requests in a timely manner and escalate complaints to leadership and assist with resolution as required.</li> <li>Take responsibility for ensuring the site and equipment is clean and maintained in good working order.</li> <li>Maintains appropriate levels of hygiene at site, on buses and all resources.</li> <li>Maintains appropriate levels of hygiene when supporting participants in community</li> <li>Responsibly transport and support participants within the community.</li> </ul>	<ul style="list-style-type: none"> <li>Participant records are accurate and updated in CRM in a timely manner with appropriate approvals.</li> <li>Salesforce records are accurately recorded and up to date.</li> <li>All incidents are reported on Riskman as required by the <i>Incidents procedure</i> within 24 hours of occurrence (or being made aware of).</li> <li>Communication with stakeholders is conducted and responded to in a timely and professional manner</li> <li>Participant/ stakeholder requests, feedback and complaints responded to and escalated as needed.</li> <li>Site and equipment is used safely, as directed, is clean and in good working order.</li> <li>Participants are transported in a clean vehicle and in a safe and timely manner.</li> <li>Community access and programs are risk assessed to ensure participant and staff safety.</li> </ul>
<b>Teamwork and Contribution</b>	<ul style="list-style-type: none"> <li>Comply with Aspect's current Code of Conduct and perform all work related activities in accordance with Aspect's policy and procedures.</li> <li>Provides support in line with all aspects of the NDIS practice standards NDIS Quality and Safeguarding Framework.</li> <li>Maintains organisation's image and reputation in context of own role through presentation and behaviour</li> <li>Completes induction and company directed mandatory training,</li> <li>Attends and contributes to toolbox talks, responds to coaching and participates in support supervision meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Complies Code of Conduct, organisational policies and procedures relevant to the role.</li> <li>Demonstrates awareness and complies with NDIS practice standards NDIS Quality and Safeguarding Framework</li> <li>Demonstrates professional behaviour at all times</li> <li>Engaged team member</li> <li>Meets professional development requirements</li> </ul>

**OUTCOMES**

Key Results Area:	Requirements & Expectations	Success Indicators
	<ul style="list-style-type: none"> <li>• Engages collaboratively and, shares relevant information with team and leadership</li> <li>• Completes timesheets, payroll variations and leave requests into Aurion prior to commencement of next pay period</li> <li>• Complete any relevant tasks as required by the Team Leader/Regional Co-ordinator in a timely manner.</li> <li>• May assist more senior staff with special projects as requested</li> <li>• Work in collaboration with WHS Representative to ensure WHS reports are completed within required timeframes.</li> </ul>	<ul style="list-style-type: none"> <li>• Works collaboratively</li> <li>• Timesheets and all payroll records including leave taken is entered into Aurion and completed on time.</li> <li>• Responsibilities performed are compliant with appropriate level in SCHADS award</li> <li>• Accurate WHS records and reports</li> </ul>
<p><b>Safeguarding the people we support</b></p>	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:</p> <ul style="list-style-type: none"> <li>• Exercise Duty of Care in the health, safety and welfare of Participants and ensure they are treated with dignity and respect.</li> <li>• Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct.</li> <li>• Complete mandatory Safeguarding training.</li> <li>• Maintain a heightened sensitivity to recognising signs of abuse and reporting those signs.</li> <li>• Alert Coordinator to changes in staff practice that you have witnessed which deviate from policy and procedure.</li> <li>• Request permission from Coordinator before a change is made in the daily program and alert Coordinator if an unsanctioned change in the program is taking place.</li> <li>• Monitor participant's awareness of their own wellbeing and alert Coordinator if you see a risk to the safety and wellbeing of the person.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated evidence that you discuss and report concerns with your supervisor.</li> <li>• Completion of on-line training on Safeguarding the People We Support</li> <li>• Personal commitment and day to day demonstration of competency in Safeguarding the People We Support.</li> </ul>

**OUTCOMES**

Key Results Area:	Requirements & Expectations	Success Indicators
<b>Work, Health &amp; Safety</b>	It is a requirement for all staff to: <ul style="list-style-type: none"> <li>• Take reasonable care for their own health and safety.</li> <li>• Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.</li> <li>• Report unsafe conditions or practices, and make suggestions to their manager on improving work, health &amp; safety at Aspect.</li> <li>• Participate in the staff consultation process about Work Health &amp; Safety matters.</li> </ul>	<ul style="list-style-type: none"> <li>• Work, Health &amp; Safety matters are included as part of regular meetings</li> <li>• Identified hazards, issues or risks are evaluated and appropriate management controls are adhered to</li> </ul>

**PART B: POSITION CRITERIA**

<b>Capabilities</b>	<b>Values driven</b>	We are passionate about people, about being positive and about what's possible.
	<b>Teamwork (Co-operation)</b>	As your role with Aspect includes operating as part of a team; you are expected to work as a team member, show appropriate behaviour and respect to all our employees and demonstrate a spirit of co-operation.
	<b>Planning and Organising</b>	Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources. Demonstrates a solution focus and problem solving skills Effective time management skills within competing requirements.
	<b>Well-being</b>	Maintaining a stable performance under pressure and/or opposition (such as time pressure, job ambiguity or challenging situations).
	<b>Communication &amp; Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• Effective written and spoken communication;</li> <li>• Demonstrated experience in using standard computer applications;</li> <li>• Demonstrates conflict resolution skills.</li> <li>• Demonstrated relationships building with families, carers and guardians</li> <li>• Demonstrates computer literacy</li> </ul>

<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Possesses a practical general knowledge of a human rights based approach and uses Active Support principles</li> <li>• Demonstrated knowledge and/or experience in supporting adults and young people on the autism spectrum</li> <li>• Client management systems (CRM) experience</li> <li>• Understanding of Positive Behaviour Support, Person Centred and Active Support principles</li> <li>• Understanding of National Disability Insurance Scheme (NDIS), NDIS Quality and Safeguards Commission and relevant state legislation</li> <li>• Proficiency in SMART technology, basic to intermediate computer skills, systems and applications.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Certificate III in Disability (or equivalent) or the willingness to enrol/complete within six months or Certificate IV in Disability (or equivalent) or the willingness to enrol/complete within six months is desirable.</li> <li>• Current First Aid and CPR Certificate (desirable)</li> </ul>
<b>Job requirements (essential)</b>	<ul style="list-style-type: none"> <li>• Working With Children Check WWCC (for relevant state) appropriately cleared</li> <li>• NDIS Worker Screening Check clearance</li> <li>• International Police Check (if applicable)</li> <li>• Completion of NDIS Worker Orientation Module</li> <li>• Responding to Risks of Harm Abuse and Neglect (RAN) certificate – SA employees</li> <li>• SMART Phone/tablet required</li> </ul>
<b>Job requirements (desirable)</b>	<ul style="list-style-type: none"> <li>• Valid driver's licence and willingness to travel to sites</li> <li>• Experience driving a Minivan to transport participants</li> <li>• First Aid and CPR Certificate</li> </ul>

<b>Functional capacity requirements</b>	<p>In providing services to the people Aspect supports, the nature of the work in Aspect Adult Community Services inherently involves some exposure to behaviours of concern from our participants.</p> <p>Behaviours of concern are defined in the NDIS Code of Conduct as, "behaviours that pose a risk of harm to the person or others."</p> <p>Behaviours of concern are understood generally to be unintentional, and are typically outlined in a participant's behaviour support plan, along with the interventions expected based on a positive behaviour support approach.</p> <p>Aspect provides comprehensive safety intervention training to all staff who work directly with participants.</p>	<p><b>Note:</b> Frequency refers to an approximate percentage of time in a typical shift or period on duty:</p> <p>Rarely: Up to 7%</p> <p>Occasionally: 8% to 33%</p> <p>Often: 34% to 66%</p> <p>Continuously: More than 66%</p>
	<b>Requirement</b>	<b>Frequency</b>
	Resilience to behaviours of concern	Often
	Pushing, pulling and lifting <15kg, carrying	Occasionally
Postural positioning - crouching, kneeling, stooping	Occasionally	

	Siting, standing, walking	Often
	Fine motor skills - keyboarding and writing	Often

<b>PART C: APPROVED BY MANAGER</b>	
Name: Executive Manager, Individual & Community Services	June 2020