



Focal is a Community service organisation with more than 45 years experience delivering services to the community in particular to people with disability and ageing Australians. Focal now operates across South East Queensland more specifically in the areas of Ipswich, Brisbane and Logan.

The Position

Support Workers work with the Focal Service delivery team to deliver individualised services to Focal clients. Being a support worker is about:

- Listening to clients' needs;
- Empowering and coaching clients toward their goals;
- Working with multiple stakeholders to deliver identified clients' outcomes.

All Support Workers work in the community, at the homes of Focal's clients or at any Focal sites. Workers are coordinated from Focal Main office in Ipswich.

Conditions of Employment

- Appointment will be in accordance with the relevant level of the *Social, Community, Home Care and Disability Services Industry Award 2010* (SCHADS Award);
- There is a probationary period for new employees;
- Focal is an equal opportunity employer;
- Focal also offers attractive Salary Sacrificing benefits;
- In general, Support Workers are recruited in a casual position for up to 6 months and offer a Part Time permanent contract as soon as they have demonstrated their skills and talents.

The Role

1. Assist clients, as required (each person's support needs are different), with:
 - personal care, including personal hygiene and grooming, eating, medication and health care, mobility;
 - daily living activities, including housekeeping, cleaning, meal preparation, shopping, transport and handling personal finances;
 - provide access to community activities to ensure that clients enjoy standards of personal care, health, security and safety which meets their needs, abilities and preferences;
 - participation in group events and activities.
2. Empower clients to develop personal routines, competencies, behaviors and lifestyles which meet their needs, interests, abilities and preferences, and which promote inclusion in the life of their community, according to the client's Individual Plan;
3. Empower clients to establish and maintain relationships and interests through involvement in family and community activities, and to use community facilities and services;
4. Provide a variety of practical support services, including the transport of clients by private vehicles, public transport and taxis;
5. Maintain accurate personal records relating to service delivery and client's needs;
6. Contribute to consistent, efficient and effective provision of quality services to clients through participation in service planning, activity planning, team meetings and decision-making;
7. Maintain effective and appropriate communication with staff, service providers, client's families and the community;
8. Contribute to the maintenance of Focal resources and facilities utilised in the course of undertaking duties;
9. Participate in training, meetings and performance reviews as required;

Version Control	Current	Previous	Prior	Initial
Organisational Management – DSW Position Description	18/01/19	04/06/2012	18/03/2011	18/08/2010

10. Be familiar with and follow all Focal policy and procedures.

Being a support worker is also about continuous learning and growth in your personal practice to achieve the following:

- Follow procedures and policies while thinking out of the box;
- Build strong relationships with clients while respecting professional boundaries;
- Have fun and learn while delivering specific outcomes;
- Follow guidelines while fostering dignity of risk and individual choice and control.

Personal Attributes

A support worker should demonstrate the following attributes:

- **Passionate and enthusiastic** – able to share one’s passion with others. Driven to meet and exceed clients’ expectations and needs;
- **Excellent communicator and influencer** –able to influence, and maintain clear communication to gain commitment from external and internal stakeholders to provide best outcomes for clients;
- **Collaborative and professional** –demonstrated skill in building and maintaining effective work relationships internally and externally;
- **Driven to deliver** – focused on delivering best possible outcomes for clients and show determination, resourcefulness and a sense of purpose;
- **Courage to challenge** – have the courage and confidence to speak up and challenge others even when met with resistance or unfamiliar circumstances;
- **Curious** – an inquisitive, open-minded attitude, willing to seek out new ways to support and empower.

Essential Criteria for the Position

1. Highly developed written and verbal communication skills;
2. Demonstrated experience meeting relevant legislation including upholding privacy and confidentiality within the workplace;
3. Current Positive Notice – working with children screening check (Blue Card) and Disability Services Positive Notice Card (Yellow Card) or willingness to obtain prior to commencement;
4. Current Senior First Aid Certificate, including CPR, or willingness to obtain prior to commencement;
5. Current driver’s license and access to reliable, registered, comprehensively insured vehicle;
6. Current National Police Certificate (less than three months old);
7. At a minimum hold the National Skillsets:
 - HLTHPS006 ‘Assist Clients with Medication’, and
 - HLTWHS002 ‘Follow Safe Work Practices for Direct Client Care’ or HLTWHS005 Conduct Manual Tasks Safely;

or willingness to obtain those qualifications within a reasonable period of time.

Applying for the Position

The following should be included in your application:

- A completed Employment Application Form, using examples where appropriate;
- A resume covering education, work history, specialist skills or personal qualities along with contact numbers for you and names and phone numbers of two referees who can advise the panel on your relevant skills and experience;
- Applications should be marked 'Confidential' and forwarded via email to:

Admin@focal.org.au

Or via mail

Human Resources
Focal Community Services
7 Canning Street
NORTH IPSWICH QLD 4305