

## **Position Description**

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### **Key Worker - Social and Community Service Level 2.1**

Social, Community, Home Care and Disability Services Industry Award [MA000100]

### **Organisational Context**

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My Ability Pathway Pty Ltd (MAP) provides a range of accommodation, home, and community-based services to individuals with a disability (participants) under the NDIS, in regional South Australia. Our philosophy is to provide real-life support to participants for their life, in the real world.

Our aim is to have a workforce that is stable, committed, supported, and fulfilled. We offer competitive rates, regular shifts (where possible) and other employee incentives to demonstrate our commitment to achieving this within our workforce. In return we seek a workforce that is proud, resourceful, skilled, active, and driven to provide the best service to our participants.

#### **Vision Statement**

We believe passionately in the power of a connected community and that everyone has a right to live an enriched life.

#### **Values Statement**

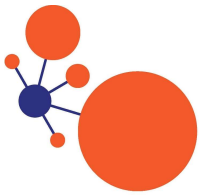
Helpful  
Active  
Connected  
Adaptive  
Supportive

#### **Objectives**

To empower participants to use choice and control in pursuing their goals.

To offer a range of high-quality services with real-life benefits and easy access. To develop a sense of mastery over life's circumstances

**Participants are, and always will be, our priority.**



### About the NDIS

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The purpose of the National Disability Insurance Agency (NDIA) is to implement the National Disability Insurance Scheme (NDIS) which will support a better life for hundreds of thousands of Australians with a significant and permanent disability. The NDIA will also provide great benefit to the families and carers of Australians living with a disability. The NDIS is designed to enhance the quality of life and increase economic and social participation for people with disability and will mean peace of mind for every Australian, for anyone who has, or might acquire, a disability.

### Role and Responsibilities

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Working within our STA and SIL services the Key Worker role is responsible for supporting the day to day running of these services to participants with varying types of disability within the guidelines of the NDIS.

In this role, you will focus on ensuring the individual needs of our participants are met as they work towards their NDIS Goals, whilst maintaining an efficient and safe working environment for our staff. You will report to the Service Coordinator (SC) and work collectively to ensure the continuity of service to participants with a key focus on healthy lifestyle factors, preventative health care and wellbeing. You will share relevant participant and organisational information with staff and work collectively in the development, implementation and commitment to best practice policies and procedures.

- The key worker will develop a deep understanding of participants needs through in-depth research of support plans, available assessments and NDIS goals, intake process and personal interviews. The key worker will continually engage with the participant through rostered shifts to further develop knowledge of support needs and understanding of the participant.
- The key worker ensures information about participants needs and provided support is shared with appropriate staff and SC regularly.
- The key worker will oversee mealtime management and for participants with the support of the SC and in consultation with support staff. Meal management plans will encompass a holistic approach to the participants mealtime, including menu planning that meets assessed dietary needs, meal prepare engagement and skill development opportunities and mealtime process and engagement with others. The key worker will engage support staff in tasks to inform and empower in their roles.
- The key worker will work collectively with the SC and support staff to create activity plans for participants. This will include identifying and planning community and social activities based on the participants likes, needs and wants. The Key Worker



## MY ABILITY PATHWAY

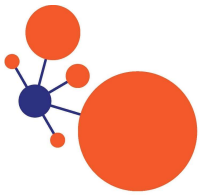
will support participants to engage socially and economically, with family and friends and create new social opportunities. The Key Worker will develop budgets related to activities, documenting the activity plan and share with support staff to empower them in their role.

- The key worker will oversee and delegate domestic requirements of the STA and SIL property with the support of the SC.
- The key worker will support the participant to connect with family and friends, to maintain and develop relationships.
- The keyworker will work with the participant to support connections with new friends and groups of interest, including assisting participants to plan opportunities to entertain their friends and family in their own home, coffee shop or local venue.
- The key worker will work collectively with the support staff and SC to ensure participants Support Plan is relevant, individualized, and up to date.
- The key worker will manage participants indirect personal care needs, this may be through delegate of tasks or direct action. eg. Booking appointments, ordering continence aids, purchasing toiletries
- The Key worker will work collectively with the SC in the management of participants Health Care needs, including scheduling appointments, documentation and communication with practitioners, staff, and families, implementing health care management practices within the service delivery and medication management.

### Duties

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- Assist in identifying participant needs by listening to and observing participants.
- Work with the participant's and their supports to develop person centred plans which include engagement with social and community to meet their NDIS Goals.
- Undertake active support shifts to engage with participants to identify appropriate support strategies and participant focused planning opportunities.
- Consult with other services providers, family, and advocates.
- Accurately document participant programs and progress towards their NDIS goals in accordance with MAP policies.
- Ensure participants are supported to make choices on their day-to-day needs
- Always maintain the confidentiality of participant information in accordance with MAP policies.
- Support contact and communication between participants and their families and friends.
- Encourage and support participants to undertake regular activities of their choice in the community which are consistent with their NDIS Goals.
- Encourage the participants to develop skills for independent living consistent with their Activity Support Plans and NDIS Goals.



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- At all times behave in ways which promote a positive image of the participants and people with disabilities in general.
- Lead the team of support workers to engage in a culture of feedback and input regarding developing opportunities for participants.
- Support participants to raise issues and concerns.
- Accurately document any concern or complaint raised by a participant or their representative and report it immediately to the SC.

### Administration

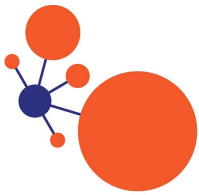
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- Establish a working knowledge of the relevant MAP policies and procedures and work in a manner consistent with these.
- Use electronic systems and keep them up to date.
- Record and capture all data requested.
- Organise maintenance to the house and grounds and replacement of equipment as required.
- Manage household budget, order and maintain household supplies and maintain appropriate records.
- Report any WH&S risks immediately to the SC
- Ensure all staff adhere to My Ability Pathway policies and procedures.
- Report all incidents in accordance with NDIS guidelines.
- Behave in ways that present a positive and professional image of the organisation when dealing with clients and members of the community.

### Service Coordinator responsibilities in the support of Key Worker

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The SC is responsible for working collectively with and supporting the Key Worker to undertake their role responsibilities. The SC will engage with the Key Worker to develop rosters using ShiftCare, manage timesheet approval and identify staffing issues or concerns. The SC will be responsible for managing communication with a range of stakeholders including guardianship board, PBSP practitioners, Public Trustee and Support Coordinator for all participants. The SC will be responsible for the coaching and mentoring of support staff and addressing any performance issues. The SC will work collectively with the Key Worker to gather all information for participant intake process.



## Selection Criteria

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### Mandatory Requirements/Qualifications

- Current DHS Working with Children Clearance (or NDIS Clearance).
- National Criminal History Check.
- First Aid Certificate including CPR.
- Certificate IV Community Services (Disability) or equivalent.
- Full Driver's License.

### Experience

**Essential:** Previous experience in the disability sector

### Core selection criteria

**Values alignment:** ability to demonstrate and authentically promote My Ability Pathway values

**Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.

**Achieves results:** Focused on optimal outcomes for clients.

**Professionalism:** Executes day-to-day activities in a positive, friendly, and enthusiastic manner.

**Culturally Aware:** Values diversity as a strength and positively utilises diversity.

**Client Focused:** Prioritises needs of clients.

**Leadership:** Gives frequent and constructive feedback and displays personal commitment to developing others.

**Communication:** Well developed communication and interpersonal skills.

### Accountability and Reporting

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The Key Worker will report directly to the Service Coordinator and the Director of My Ability Pathway on request. You will be accountable for the duties and responsibilities of your role and for building the positive reputation of My Ability Pathway.



*This position description is subject to review and may change in accordance with My Ability Pathway operational, service and customer requirements.*

### **Terms and Conditions of Employment**

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- Key Worker role is paid at Level 2.1 as per Social, Community, Home Care and Disability Services Industry Award 2010 .
- Hours will be negotiated and paid at an hourly rate in line with the award.
- The Key Worker receives administration hours plus rostered fortnightly shifts.

*I acknowledge that I have read and understand the above job description in its entirety and can perform all the stated requirements.*

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Employer (or on behalf of) name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## **MY ABILITY PATHWAY**