KEY WORKER (SIL)
POSITION DESCRIPTION

Key Worker - Social and Community Service Level 2.1

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

ROLE AND RESPONSIBILITIES

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

In this role, you will focus on ensuring the individual needs of our clients 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 Team Leader (TL), work collaboratively with the Service Delivery Manager (SDM) and work collectively with all staff to ensure the continuity of service to clients with a key focus on healthy lifestyle factors, preventative health care and wellbeing. You will share relevant client and organisational information with staff and work collectively in the development, implementation and commitment to best practice policies and procedures.

DUTIES – Service Delivery

- Assist in identifying client needs by listening to and observing clients.
- In collaboration with the SDM, work with the client's and their supports to deliver person centred plans which include engagement with social and community to meet their NDIS Goals.
- Undertake active support shifts to engage with clients to identify appropriate support strategies and client focused planning opportunities.
- Implement mealtime management plans to encompass a holistic approach to the client's mealtime, including menu planning that meets assessed dietary needs, meal prep engagement, skill development opportunities. mealtime process and

engagement with others.

- The Key Worker will engage support staff in tasks to inform and empower them in their roles.
- Accurately document client programs and progress towards their NDIS goals in accordance with MAP policies.
- Ensure clients are supported to make choices on their day-to-day needs.
- Always maintain the confidentiality of client information in accordance with MAP policies.
- Support contact and communication between clients and their families and friends.
- Encourage and support clients to undertake regular activities of their choice in the community which are consistent with their NDIS Goals.
- Encourage the clients to develop skills for independent living consistent with their Support Plans and NDIS Goals.
- At all times behave in ways which promote a positive image of the clients 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 clients.
- Support clients to raise issues and concerns.
- Accurately document any concern or complaint raised by a client or their representative and report it immediately to the SDM & TL.
- In collaboration with the TL guide staff on how to encourage the clients to develop skills for independent living consistent with their Support Plans and NDIS Goals.

ADMINISTRATION

- 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.

- In collaboration with the TL, manage household budget, order and maintain household supplies and maintainappropriate records.
- Report any WH&S risks immediately to the TL.
- With the support of the TL ensure all staff adhere to My Ability Pathway policies and procedures.
- Ensure Incidents are being documented, reported and activated in the relevant Incident Management Platform
- Behave in ways that present a positive and professional image of the organisationwhen dealing with clients and members of the community.

MANDATORY REQUIREMENTS/QUALIFICATIONS

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

Essential experience: Previous experience in the disability sector