

## KEY WORKER - 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]

#### **Mission Statement**

My Ability Pathway is committed to building connections, resilience and skills that create strong positive relationships.

Our mission is to support people with a disability to live a fulfilling life.

#### **Vision**

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

Our vision is a place where everyone is engaged with something they love doing.

*There are two questions we will continually ask people, to hold us accountable to our mission and vision.*

- |   |        |
|---|--------|
| 1. Is your life fulfilling?                     | Yes/No |
| 2. Are you engaged in something you love doing? | Yes/No |

#### **Values**

Helpful  
Active  
Connected  
Adaptive  
Supportive

#### **Objectives**

To empower people 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

**People 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 RESPONSABILITES

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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 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 Service Coordinator (SC) and work collectively 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.

- The key worker will develop a deep understanding of clients 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 client through rostered shifts to further develop knowledge of support needs and understanding of the client.
- The key worker ensures information about clients needs and provided support is shared with appropriate staff and SC regularly.
- The key worker will oversee mealtime management for clients with the support of the SC and in consultation with support staff. Meal management plans will encompass a holistic approach to the clients mealtime, including menu planning that meets assessed dietary needs, meal prep 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 clients. This will include identifying and planning community and social activities based on the clients likes, needs and wants. The Key Worker will support clients 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 client to connect with family and friends, to maintain and develop relationships.
- The keyworker will work with the client to support connections with new friends and groups of interest, including assisting clients 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 clients Support Plan is relevant, individualized, and up to date.
- The key worker will manage clients 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 clients 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 client needs by listening to and observing clients.
- Work with the client'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 clients to identify appropriate support strategies and client focused planning opportunities.
- Consult with other services providers, family, and advocates.
- 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 Activity 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 SC.

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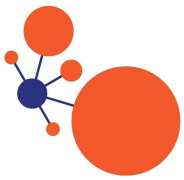
## **ADMINISTRATION**

- 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.
- 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.

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## **SUPPORT OF KEY WORKER**

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 clients. 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 client intake process.



## MANDATORY REQUIREMENTS/QUALIFICATIONS

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- 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.

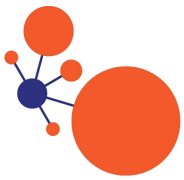
**Leadership:** Gives frequent and constructive feedback and displays personal commitment to developing others.

**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 AbilityPathway operational, service and customer requirements.*

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## **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.

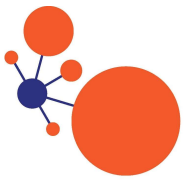
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## **PAY RATES**

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My Ability Pathway values the people that deliver the services on behalf of the company. We want our staff to live a good life where they can provide for themselves and their families, and contribute to the community they live in. As a Social Good company My Ability Pathway remunerates its staff at above award rates. The below rates are casual with loading applied.

- \$38.08 per hour Weekdays
- \$41.88 per hour Weekday Afternoon shift
- \$42.64 per hour Night shift
- \$53.31 per hour Saturday shift
- \$68.54 per hour Sunday shift
- \$83.77 per hour Public holiday shift
- Passive Sleepover \$150



## SCHEDULE

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### NDIS PRICE GUIDE

#### TIME OF DAY AND DAY OF WEEK

In determining which price limit is applicable to a support, the important consideration is when the support is provided to the participant, not the shift of the worker used to deliver that support as determined by the applicable Industry Award or Enterprise Bargaining Agreement (EBA).

For NDIS claiming purposes, the provider must first determine the day of the week on which the support was provided on and then the time of the day during which the support was delivered.

**(Note: weekday means Monday, Tuesday, Wednesday, Thursday, or Friday).**

- A **Weekday Support** is any other support, and is either:
  - A **Weekday Daytime Support** is any support to an individual participant that starts at or after 6:00 am and ends before or at 8:00 pm on a single weekday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).
  - A **Weekday Evening Support** is any support to an individual participant that starts after 8:00 pm and finishes at or before midnight on a single weekday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).
  - A **Weekday Night Support** is any support to an individual participant that commences at or before midnight on a weekday and finishes after midnight on that weekday, or commences before 6:00 am on a weekday and finishes on that weekday (unless that support is a Public Holiday Support, Saturday Support, Sunday Support or a Night-time Sleepover Support).
- A **Night-time Sleepover Support** is any support to an individual participant delivered on a weekday, a Saturday, a Sunday or a Public Holiday that:
  - commences before midnight on a given day and finishes after midnight on that day; and
  - is for a continuous period of eight (8) hours or more; and
  - the worker is allowed to sleep when they are not providing support.
- A **Public Holiday Support** is any support to an individual participant that starts at or after midnight on the night prior to a Public Holiday and ends before or at midnight of that Public Holiday (unless that support is a Night-time Sleepover Support).
- A **Saturday Support** is any support to an individual participant that starts at or after midnight on the night prior to a Saturday and ends before or at midnight of that Saturday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).
- A **Sunday Support** is any support to an individual participant that starts at or after midnight on the night prior to a Sunday and ends before or at midnight of that Sunday (unless that support is a Public Holiday Support or a Night-time Sleepover Support).



**DECLARATION**

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**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