



About Challenge Community Services

Challenge Community Services has provided care and people-focused services for the community for 65 years. Our offering to regional and metropolitan communities includes Disability Services, Foster Care, Allied Health and supported employment for people with disability.

About the Position

A Support Worker is responsible for working with clients to support and promote their skills and abilities and enable empowerment for them to reach their desired goals and ambitions, to live as independently as possible within their chosen community. This important role is also responsible for ensuring all reporting and administrative requirements are met and services are delivered in line with Challenge Community Services Policies and Procedures and the Disability Service Standards and relevant legislative requirements.

Position:

Support Worker

Reports to:

Client Services Manager/Program Leader

Division:

Disability

Employment Type:

Casual, Part Time or Full Time

Employment Status:

Permanent/ Temporary

Classification:

SCHADS Level 2

Direct Reports:

Nil

Our Vision:

We aim to be the industry leader in the empowerment and support of people within the community through integrated services and employment opportunities. We will positively impact and influence the development of social policy to enhance the communities we engage with.

Our Values:

Compassion: we care for people

Collaboration: we come together to achieve our vision

Respect: we accept everybody for who they are

Integrity: we do the right thing

People-focused: people first in all we do

About this document:

This Job Description is not intended to limit the scope or accountabilities of the role. Characteristics of the position may be altered in accordance with the changing requirements of the role.

Key Responsibilities and Accountabilities

Facilitation of Service Client's Individual Plan Goals (Person-Centred Approach)

- Support clients to make informed decisions and work towards their individual plans.
- Apply person-centred practices to meet or exceed organisational and industry standards.

KPIs:

- Evidence of client progress towards individual goals.
- Demonstrates consistent alignment with best practice principles.

Training and Development

- Attend required internal and external training.
- Identify and address skills or knowledge gaps in consultation with supervisor.
- Apply acquired knowledge and skills in the workplace.

KPIs:

- Training completed as required.
- Positive application of training in work practices.

Effective Communication

- Participate in team meetings and maintain professional, respectful communication.
- Share relevant information appropriately with team and management.
- Respond to complaints and issues promptly.

KPIs:

- Communication is timely, appropriate, and contributes to a positive team culture.

Privacy and Confidentiality

- Maintain confidentiality and dignity of clients at all times.
- Comply with privacy policies and procedures.

KPIs:

- No substantiated breaches of confidentiality.
- Maintains professionalism in all interactions.

Work Health and Safety (WH&S)

- Use PPE and maintain safe practices.
- Identify and report hazards and support return-to-work initiatives.

KPIs:

- Compliance with WH&S requirements.
- No preventable incidents or hazards unreported.

Client Relations – Best Practice and Continuous Improvement

- Maintain accurate, clear, and objective documentation.
- Promote client hygiene and wellbeing.
- Build positive, inclusive client relationships.

KPIs:

- Documentation is complete and compliant.
- Positive feedback from clients and families.

Staff Professionalism and Conduct

- Maintain professional behaviour with clients and colleagues.
- Demonstrate respect, integrity, and team collaboration.

KPIs:

- Recognised as a credible and reliable team member.

General

- Perform any other reasonable duties relevant to the role.
- Understand that funding changes may affect the role.

KPIs:

- Duties performed to standard.
- Adapts well to organisational change.

Strategic and Operational Management

Professional Development

- Attend training as agreed with supervisor.

KPIs:

- Training attended and applied effectively.

Privacy and Confidentiality

- Adhere to confidentiality policies during and post-employment.

KPIs:

- No substantiated complaints relating to breaches.

Work Health and Safety

- Submit reports and participate in WH&S consultations and RTW programs.

KPIs:

- Compliance with policy and legislation.

Compliance

- Participate in best practice and continuous improvement.
- Assist with implementation of policies and procedures.

KPIs:

- Active contribution to service compliance and audits.

General

- Perform any additional duties as directed.

Selection Criteria

Essential:

- Well developed and effective communication, numerical and interpersonal skills
- Excellent time management skills
- Effective, positive interpersonal skills and possesses the ability to relate to others well
- Ability to prioritise and problem solve situations
- Ability to work independently and in a team environment with minimal supervision
- Ability to maintain a safe work environment
- Strong, effective interpersonal skills
- Availability to work different hours and with people of all ages
- Demonstrated sound computer skills – MS Word and MS Outlook

Desirable:

- Demonstrated experience in providing effective services to people with a disability
- Demonstrated knowledge in Disability Legislation and Standards

Qualifications, professional registration, and other requirements

Essential:

1. Current Australian Driver's licence
2. Current NSW Working with Children's Check (or eligibility to obtain one) OR Current Blue Card - QLD Working with Children Check (or eligibility to obtain one)
3. NDIS Worker Screening Check (or eligibility to obtain one)
4. Current Police Check (or eligibility to obtain one)
5. Current First Aid Certificate

Desirable:

- Certificate III or IV in Disabilities or equivalent or willingness to obtain