



## Support Your Path Program

### Job Package

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### Support Worker

#### **Pathfinders**

Pathfinders is a large community-based organisation providing Supported Accommodation and Homelessness services, Family and Youth Support services, National Aboriginal Birth Certificate program, Client Support Services and Out of Home Care services. Pathfinders' services are located across the Mid North Coast, New England and North West Tablelands of NSW including Armidale, Inverell, Glen Innes, Tamworth, Taree, Kempsey, Port Macquarie, Coffs Harbour and Moree. Pathfinders' vision is that all children, young people and their families will have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality, and are able to achieve and contribute to their full potential.

#### **The Sanctuary Model**

Sanctuary is an organisational framework that ensures that our culture and practices are guided by Trauma-informed principles. Sanctuary goes beyond providing a set of tools and techniques – it is a culture shift to address the effects of trauma at every level.

Pathfinders have made a commitment to embed the accredited and widely adopted Sanctuary model into every aspect of our organisation.

#### **Support Your Path (SYP)**

Pathfinders Support Your Path program is an embodiment of our commitment to providing innovative and personalised direct care supports to individuals with disabilities. Our primary goal is to help participants embrace life and reach their goals, fostering greater independence while encouraging participation and learning. We are passionate about enabling people with disabilities to live their dreams and achieve the very best in their lives.

#### **Role of the Support Worker**

The support worker is passionate about empowering people with a disability to live their dreams and achieve the very best in their lives. The support worker enjoys helping people in the community, caring by nature and has an understanding on how to provide person led support, have the flexibility to work nights, sleepovers, afternoon, and weekend shifts. Duties may

include personal care, manual handling/hoisting, knowledge of epilepsy and challenging behaviours.

## Selection Criteria

- Relevant tertiary qualification or willingness to obtain and/or demonstrated experience in Human Services setting.
- Provide NDIS Worker screening ID number or willingness to provide
- Ability to provide domestic assistance and personal care
- A passion for supporting the human rights of people with a disability and a focus on person centered practices and outcomes.
- Ability to work across a range of rostered shift times, days and sleepovers that meets the needs of our participants. The ability to be available to work at short notice if required.
- Commitment to ethical work practices including maintaining professional boundaries.
- Excellent verbal and written communication skills.
- Ability to work both independently and as part of a team.
- Provide First Aid and CPR Certificates or willingness to obtain.

## Enquiries

**Application Enquiries** – To Corporate Services at [hr@pathfinders.ngo](mailto:hr@pathfinders.ngo)

## Guide for applicants

Pathfinders observe EEO principles when selecting and recruiting staff. Positions are offered based on merit, that is, the applicant considered to be the most capable of doing the job is selected.

Pathfinders encourages applications from people who identify as Aboriginal and/or Torres Strait Islander descent

Qualifications, experience, skills, standard of work, and personal qualities relevant to the position advertised are considered when making the decision.

## How to apply

***Applicants MUST follow these steps to be considered for the position.***

1. Prepare a typed application which includes:
  - A statement against each of the essential and desirable selection criteria for the

position, giving examples to demonstrate how you meet them.

- A current resume detailing your relevant skills and experience.
- A photocopy of your relevant academic qualifications.
- The names and phone numbers of two recent work-related Referees (at least one referee should be a recent supervisor, if possible).

2. Please email applications to [hr@pathfinders.ngo](mailto:hr@pathfinders.ngo)

## Interview

If you are selected for an interview, you will be contacted by telephone or email. If you need wheelchair access, an interpreter because you are hearing impaired, or have any other requirements, please advise so we can make appropriate arrangements.

Interviews are conducted by a selection panel.

Only questions related to the requirements of the position will be asked.



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### Support Worker

Position Title:

Support Worker

Responsible to:

Disabilities Support Manager

Position Status:

Casual

Salary:

SCHADS Modern Award Level 2.3

### Purpose of position

The purpose of the position:

- Support Worker will work with team members, participants (one-on-one or in a group setting), families and carers to provide individualised supports for people with disabilities.
- Supports will provide safe, nurturing support to assist participants to achieve their individual goals and dreams.
- Assist participants who require assistance with daily life tasks, with a strong focus on developing the skills of people to live as autonomously as possible.
- Assist people to achieve their full potential.

### Reporting relationship and accountabilities

#### **Support Workers will:**

- Provide supports to participants, as per their NDIS plan to achieve goals set.
- Undertake day-to-day activities, as required, in a residential setting.
- Work with the Pathfinders Management and staff when required.
- Adhere to the Staff Code of Conduct and Policy and Procedures

## Specific tasks and responsibilities

### **Support Workers will:**

- Work to provide a caring, stable support service for participants.
- Provide day-to-day support to assist participants to reach individual goals.
- Perform a range of care supports such as maintaining the physical environment, domestic duties, attending to health, nutrition, medical, educational, personal hygiene and recreational needs of participants.
- Maintain appropriate case notes using Support Your Path systems, timesheets, and any other paperwork relevant to the program to an acceptable standard.
- Maintain professional boundaries with staff and participants at all times.
- Respect the confidentiality and human rights of all participants.
- Actively participate in all matters which foster teamwork and overall service quality.
- Ensure all Pathfinders property and vehicles are maintained to the appropriate standard.
- Work shift, weekend and public holidays as directed.
- Complete all reasonable tasks as directed.
- Positively promote Support Your Path and build networks with other agencies and the community including stakeholders.
- Undertake training as directed.
- Participate in staff meetings, performance development meetings and yearly staff appraisals meetings.
- Adhere to Pathfinders Code of Conduct and Policy and Procedures

### **Professional Development**

- Attend regular professional development meetings, annual performance appraisals, debriefing and discussion of issues that may need action.
- Pursue ongoing personal and professional development in order to enhance contribution to the organisation.

### **Industrial Relations**

- To be aware of the relevant Awards and conditions.

## Pathfinders Vision

Pathfinder's vision is that all Children, Young People and their Families have a home and family where they feel they belong, are free from abuse, neglect, discrimination and inequality and are able to achieve and contribute to their full potential in Australian society.

The Pathfinders vision is to develop thriving communities in which all people can fully participate and develop freely through mutual trust and acceptance. We see this being achieved through collaborative strategies and best practices, a strong and respectful workforce, and advancing bold and progressive ideas and policies

## Pathfinders Mission

Our mission is to empower people to live with hope and equal opportunity to reach their potential. We provide hope through purpose and passion; generously sharing our expertise, knowledge and resources to make a transformative difference. We create equal opportunity by facilitating access to education, employment and safe housing; breaking down barriers that are obstacles to growth and independence.

## Pathfinders Principles of Service

The following principles guide our provision of services to children, young people and their families:

- Our practice will reflect the rights of children, young people and their families to social justice, economic and social equality and self-determination and to be free from discrimination based on religion, gender, race, sexuality or disability
- Quality service provision based on equity and need
- Community based, collaborative approaches to the provision of services
- Individualised, flexible case planning using a strengths-based intervention model that ensures the safety, emotional security and connectedness of our clients
- Culturally appropriate interactions with families and children are paramount
- Participation of our clients and stakeholders in the process of service delivery and planning
- Continuous service development and quality improvement through ongoing evaluation and review

## Pathfinders across the New England, North West Tablelands and Mid North Coast

Pathfinders is now located in offices across the New England and North West Tablelands at Moree, Inverell, Glen Innes, Tamworth and Armidale and the Mid North Coast at Kempsey, Taree, Port Macquarie and Coffs Harbour.

Our services continue to grow with our organisation now supporting children, young people and their families with supported accommodation services, family and youth support services, juvenile justice, youth work, child protection, and Out of Home Care services.

### ***Pathfinders programs and services include:***

- Youth social, recreational and vocational programs.
- Family referral services to ensure assistance gets to families and their children when they need it
- Information and referral assistance to link client with appropriate support agencies
- Refuge and supported accommodation services to young people
- Full time support for young people in out of home care

- Juvenile justice support services to assist young people to reintegrate into our communities
- Child protection and family referral services
- Field placement and training for local TAFE and University students seeking employment in human services
- Provision of out of home care services, foster care support programs and foster care programs for children and young people under the guardianship of the Minister for Community Services
- Provision of family preservation services, supervised contact, therapeutic camps/activities and after care services to vulnerable children, young people and their families

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**Employee Signature**

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**Date**