



imagining  
& achieving  
better lives

[araluen.org](http://araluen.org)

# A R A L U E N

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## Position Description: **Support Worker**

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Reports to:	Line Manager
Location:	Various Locations
Classification:	Social & Community Modern Award Level 2

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Araluen is a registered NDIS provider, supporting adults with disability in their homes, in the community and from various service bases in Melbourne, Victoria. Araluen puts people in charge of their supports – we respect that NDIS funding should result in choice-driven and tangible improvements to quality of life for all participants. We are committed to delivering imaginative, caring, reliable support underpinned by exceptional customer service.

### **Position Purpose**

This role provides a holistic, responsive, and person-centred approach to support participants to have a great life. Araluen's goal for every participant is to assist in the development of their skills, to increase independence, promote empowerment and encourage choice and control in all areas. This role works under limited supervision with readily available assistance. Staff are encouraged to use their initiative, to assist in facilitating supports and to always provide each participant with the supports as directed by them one person at a time in an inclusive way.

### **How a person with disability views this role**

*"What are the most important tasks I need you to do so I am well supported"*

#### **Our relationship:**

**Uphold my rights**

1. Understand and respect my rights. Speak up if my rights are not respected
2. Communicate effectively - Support me to express myself and adjust your communication style to suit me
3. Build trusted relationships - Develop and maintain relationships with me, and those who are important to me based on mutual trust and respect
4. Work collaboratively - Recognise the roles and expertise of others who support me, and work with us as a team

## Your impact:

### Uphold my rights

1. Show self-awareness - think about how your actions and attitudes impact on the quality of support you provide, seek feedback, and keep improving your practice
2. Work within your capabilities - know your role and responsibilities, and when to seek support from others to develop your capabilities.
3. Look after yourself – Araluen will assist you to manage your wellbeing.

## Position Performance Indicators, from the perspective of a person with disability (outcomes)

*"What are the objectives I need to strive for when supporting me"*

### Support Me

1. Understand what a good life means to me. - find out what a good life means to me and don't impose your own assumptions.
2. Support me to make my own choices. Support me to understand, explore and think creatively about my options, and uphold my decisions.
3. Build my capacity to participate - understand how I want to participate in society and support me to build my knowledge and connections so that I can live the life I want.

### Be Present

1. Observe and respond flexibly to my changing needs. Be present, pay attention to how my needs may change, and respond accordingly.
2. Manage health and safety - support me to look after my health. Take action and manage any health and safety risks to me or to you.
3. Engage and motivate me - support me to build on my strengths and engage me in meaningful ways.

### Check in

1. Review quality of support and service - Work with me to make sure my services and supports are enabling me to live the life I want and support me to make changes when needed.
2. Support me to speak up - Build my understanding and confidence to exercise my rights and support me to provide feedback, raise any concerns, complaints, or incidents.

## Tasks & capabilities

Working under general direction indicative tasks may include but not limited to:

- Transferring/Hoisting (within given parameters)
- Personal care
- Meal preparation
- Meal assistance
- Medication administration
- Complex health support
- Assist participants with personal administration and appointments
- Transporting participants, this may be with one of our bus vehicles
- Support participants to use physical and communication aids and other equipment where required
- Assist participants in receiving and accounting monies

- To undertake administrative work to ensure it is completed in accurate and timely manner
- Assisting to participate in community activities

## Key Selection Criteria

### Capabilities

- Ability to work independently, problem solve and demonstrate thoughtful judgement and common sense.
- Contribute to effective communication and a positive culture both within your team and across Araluen.
- Contribute to the adoption and integration of the Araluen Code of Conduct in all day-to-day practices.
- Demonstrated commitment to high quality service delivery ensuring in a range of setting.
- Demonstrated commitment to uphold participants human rights, to promote choice and control, independence that lead to quality outcomes
- Demonstrated effective organisational skills, including the ability to prioritise tasks.
- Excellent communication skills as demonstrated through professional consultation, negotiation and conflict resolution.
- An understanding of and commitment to the current focus on the person-centred approach and future innovation and practices.
- Ability to work flexible hours and agility to adapt to changing environments especially in a residential setting is critical.
- Comply with all Araluen policies, procedures and practices and all applicable laws and industrial agreements that govern our business and conduct and seek clarification where needed.

### Compliance

- NDIS Quality and Safeguarding commission worker screening check
- Valid Working with Children's Check
- Current Australian Drivers licence
- Current First Aid (HLT011) and CPR (HLT009) certificate for new starters and current employees Araluen strongly encourages all staff to maintain these qualifications.
- COVID-19 vaccination (minimum: two doses plus one booster)
- Requirement to use own smartphone or tablet device for receiving shifts and participant confirmation of attendance

**Our Vision:**  
Imagining and achieving better lives

**Our Mission:**  
Inspiring, empowering and supporting people to have great lives!

**Our Values:**  
Treat people with dignity - Integrity in all our interactions - Passion for our work



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