



## JOB DESCRIPTION

# RESIDENTIAL SUPPORT WORKER

### *Mission*

*Alkira strives to meet the needs and interests of people with an intellectual disability, through care and support that will enrich and challenge them to be a part of the world community.*

<b>SERVICE AREA:</b>	<b>RESIDENTIAL SERVICES</b>
<b>REPORTS TO:</b>	<b>House Co-ordinator</b>
<b>LIASION</b>	<b>Internally</b> - residents, all support staff, volunteers and staff in other service areas of Alkira <b>Externally</b> – families; carers; financial administrators; healthcare professionals; community organisations and government bodies
<b>AWARD AND GRADE:</b>	Alkira Residential Agreement 1999 and 2003 Grade depending on experience and qualifications
<b>DATE LAST REVIEWED:</b>	<b>1 August, 2015</b>
<b>APPROVED BY:</b>	<b>D Fitzmaurice manager Services &amp; Outcomes</b>

## The Organisation and Philosophy

Alkira is a community sector organisation providing a range of services and supports for adults who have a disability and their families in the Eastern Metropolitan region of Melbourne. Service areas include: supported accommodation, facility based respite, training and support on an individual and/or group basis, night and weekend recreation and holidays.

Alkira's service philosophy is based on recognizing, fostering and celebrating each person's individuality which in turn informs the way that supports are provided to build on each person's capacity and participation in community life. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organisation.

## The Service

Currently, 32 people are assisted by small teams of staff living in 7 houses , two respite facilities for up to 6 guests and in home support to people living in other types of housing in the community . Care and support is based on each individual's needs, strengths, interests and wishes. People are assisted to live as independently as possible, be actively involved with running their house, maintain their activities of daily living and maximize their participate and engagement in community life.

Alkira's Organisation Support personnel provide services, expertise and assistance to the Residential and Training & Support Services in Individualised Planning, Human Resources, Staff Training & Development, Volunteers, Health and Safety, Quality Systems, Finance & Property, Information Technology, Community Relations & Fundraising

## **Expectations and Supports**

All staff have a responsibility for contributing to:

- the multi-disciplinary teamwork of the organization.
- ensuring that supports are provided to service participants in consultation with their families.
- a process of continuous quality improvement throughout the organization.
- the maintenance of organizational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality, and risk management / organizational health and safety.

This position will be supported by a well-established staff team including our Chief Executive Officer, Service Managers and Support Staff.

Alkira's Organisation Support personnel provide services, expertise and assistance to the Residential and Training & Support Services in Individualised Planning, Human Resources, Staff Training & Development, Volunteers, Health and Safety, Quality Systems, Finance & Property, Information Technology, Community Relations & Fundraising.

## **ROLE**

The Residential Support worker:

1. Provides active support to assist up to 6 people living in their home to live as independently as possible and be involved in all aspects of the running of the household.
2. Ensures each person's, health, exercise and diet, personal care, daily living and community involvement are based on their individual needs, interests and wishes.
3. Cares and supports each person's quality of life through dignity, respect, social inclusion and safeguarding their human rights.

## **Extent of Authority**

1. Comply with allocated daily work schedule for support workers in the house
2. Day to day co-ordination of operational house activities
3. Informal and formal leadership and management of support workers
4. Monitor and reconcile house keeping expenditure in accordance with predetermined budget
5. Monitor and reconcile expenditure in accordance individual's personal spending budgets
6. Reconcile and approve staff timesheets in accordance with the approved roster
7. Monitor and manage the completion of the documentation for client information/support requirements, house management and staff recruitment, retention & accountability.

## **ROLE**

The is to provide high quality care and person centered, active support to up to 6 people living in their home which is part of the Alkira Residential Service. Care and support is provided to enhance each person's quality of life with dignity, respect and social inclusion in the least restrictive manner.

The role includes working in individuals' homes, group and/or respite homes, providing a range of supports to people with disabilities that may include: personal care, health, exercise and diet, daily household activities and community experiences.

1. Directly support client wellbeing, including support with daily household activities, preparation and assistance with meals, personal care; social, recreational and community engagement that enhance quality of life.
2. Provide assist and support to enable individuals to achieve the goals and outcomes they have in their My Plan and support plans.
3. Utilise well-developed communication skills to identify client needs, liaise with other service providers, stakeholders and significant others.
4. Develop, implement, monitor and review a range of client support plans, with oversight from senior staff, using knowledge of client need, preferences and interests.
5. Provide information, feedback and reports, including recording charts and completing routine tasks utilising departmental systems including computer software applications.
6. Provide information to colleagues on routine matters relating to client needs and general house matters.
7. Contribute to the day-to-day running of the home and help maintain service accounts.
8. Administer medication treatments and therapies according to prescribed protocols or otherwise, seek appropriate medical assistance.
9. Develop planned activities in line with Alkira policies and guidelines.
10. Advocate on behalf of clients for increased access to, and inclusion in, community and recreational services.
11. Work towards establishing links with community resources, facilitating inclusions of clients into the community.
12. Contribute to developing programs for clients and to longer-term house development plans in consultation with more senior staff.
13. Share observations relating to work process improvements with supervisor or more senior staff.
14. Liaise with family members, medical services, departmental services and external community services to help meet client needs.
15. Keep accurate and complete records of your work activities in accordance with legislative requirements and the Alkira's records, information security and privacy policies and requirements.
16. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and Alkira's organisational health and safety (OHS) policies and procedures.
17. Demonstrate how the actions and outcomes of this role and work unit impact clients and organisation's ability to deliver, or facilitate the delivery of, effective support and services.

## **Key Accountabilities**

### **1. Co-ordination, Assistance and Support – Assigned Clients**

<b>Critical Tasks</b>	<b>Key Performance measures</b>
1. Provide assistance and support to each client to complete the individualised planning process	a. Each client has their Service Plan completed annually every three (3) years <ul style="list-style-type: none"> <li>• ATSS relevant Action Agreement(s) is:</li> <li>• developed with the individual and the involvement of relevant people in their support network</li> <li>• monitored and completed by the target dates</li> <li>• reviewed and updated when completed on an ongoing basis</li> </ul> b. Progress and outcomes are reported in accordance with requirements and scheduled dates c. Where clients present with complex needs or Life Area Outcome & Support requirements which are outside the ATSS purview, they and their parents/carers are referred to Alkira's Individualised Planning Service, the Department of Human Services or other relevant agency

# 1. Co-ordination, Assistance and Support – Assigned Clients

Critical Tasks	Key Performance measures
<p>2. Co-ordinate, document supports and provide assistance to those client's who have additional communication, social, emotional, physical and health needs.</p>	<ul style="list-style-type: none"> <li>a. A personalised information package about each core client is maintained accurately over time, is an accessible and useful resource to those who support the person</li> <li>a. Clients have effective communication aids that meet their needs</li> <li>b. Personal Assistance Strategies, Behaviour Management &amp; Support Plans and Health Care Plans are developed, implemented, monitored, reviewed and updated in consultation with the person and relevant people in their support network</li> <li>b. Data collection and analysis is used to review and inform Personal Assistance Strategies, Behaviour Management &amp; Support Plans, Health Care Plans and other treatment systems the person may have external to Alkira T &amp; SS.</li> <li>c. Completed reports are submitted in accordance with requirements and scheduled dates</li> </ul>
<p>3. Provide daily support and assistance to core clients</p>	<ul style="list-style-type: none"> <li>a. Being familiar with each clients program/activities plans at the commencement of each day</li> <li>b. Clients are assisted to manage their program/ activity money with probity</li> <li>c. Individuals are assisted and supported to prepare for their daily schedule</li> <li>d. Clients are informed of adhoc changes that affect their normal schedule, assisted to make decisions about alternative program choices and this is communicated via the Daily Arrangements documentation</li> <li>e. An effective communication link exists via the core staff person for each core client and their internal and external support people</li> <li>f. New clients have a well supported and organized entry into and exit from the service with accurate and timely information provided to staff, volunteers and parents/carers</li> </ul>
<p>4. Empower clients to be respected, valued and contributing members of the community.</p>	<ul style="list-style-type: none"> <li>a. Client's talents, abilities, interests and strengths are fostered, promoted, and celebrated via bulletin, newsletter articles, events and other appropriate means</li> <li>b. Core group meetings are used to consult with client and provide them with information about matters relevant to them</li> </ul>
<p>5. Assist clients to resolve issues, problem solve, make informed choices and decisions that affect them throughout the day.</p>	<ul style="list-style-type: none"> <li>a. Clients are assisted to use their preferred method of communication and where necessary helped to be understood</li> <li>b. Level 1 complaints are handled responsively, effectively and resolved to the satisfaction of the person who raised the issue, concern or complaint.</li> <li>c. Unresolved Level 1, Level 2 and above complaints are referred to relevant person in accordance with procedure.</li> </ul>
<p>6. Develop and maintain effective partnerships, communication and information with core group clients, their personal networks, program/ activity staff and other relevant people.</p>	<ul style="list-style-type: none"> <li>a. Communication is evidenced in client's diaries, letters, phone calls, attendance at meetings.</li> <li>b. Positive and professional relationships with the clients support network are present</li> <li>c. Relevant correspondence notices are received by clients, their carers and other relevant parties</li> </ul>

## 1. Co-ordination, Assistance and Support – Assigned Clients

Critical Tasks	Key Performance measures
	d. Clients are assisted to understand relevant correspondence and Alkira information documents
7. Maintain accurate client information and files in a manner that safeguards their privacy and dignity.	a. Alkira ATSS Client Personal Information and files are up to date for each person. b. Client's personal timetables are up to date, accessible and designed in a format that suits the client's needs c. Parents/carers receive timely and accurate updates of client's timetables.

## 2. Assistance and Support for all Clients

Critical Tasks	Key Performance measures
1. Assist clients to resolve issues, problem solve, make informed choices and decisions that affect them throughout the day.	a. Clients are assisted to use their preferred method of communication and where necessary helped to be understood b. Clients are informed of changes that affect via the photographic daily arrangements board and other communication methods that need their needs throughout the day c. Clients are included in the decision making process when changes are made that affect the normal schedule
2. Provide Client Support & Supervision outside scheduled program/activities times.	a. Client Support & Supervision responsibilities are attended to in a respectful and timely manner.
3. Provide supports and assistance to those client's who have additional communication, social, emotional, physical and health needs.	a. Being knowledgeable of client's medical conditions, health issues, allergies and behavioral support needs and using the correct procedure or documented plan to support the client. b. Program/activity culture, environment and strategies exist that prevents or minimizes the likelihood of unsafe behaviour occurring c. Physical support is provided using specific manual handling techniques outlined in client's manual handling profile. d. Communication and meal assistance is provided to clients when required. e. Alkira's medication (prescription and non prescription) procedure is understood and fully implemented and that an adequate supply of medication is maintained f. Personal care (toileting, showering, grooming, dressing) is carried out in a dignified, respectful and timely manner.

### 3. Developing, planning, delivering and evaluating programs/activities for individuals and/or groups

Critical Tasks	Key Performance measures
1. Develop, plan, deliver and review programs/activities that promote learning, are rewarding, foster friendships and based on clients' needs, interests and wishes.	<ul style="list-style-type: none"> <li>a. Program/activities plans, records, reports, client projects reflect opportunities provided for clients to grow, foster friendships, independence, interests or wishes within the group context</li> <li>b. Programs/activities delivery evidences clients being actively engaged</li> <li>c. Clients are involved in planning and evaluating the program and activities</li> <li>d. Programs/activities are delivered and evaluated in accordance with the documented program/activity plan</li> <li>e. Program/ activity documentation is accurate and kept up to date</li> </ul>
2. Request and assist volunteers to add value to the programs/activities and/or supports for clients	<ul style="list-style-type: none"> <li>a. Volunteers are requested and have a well supported and organized introduction to the program and clients with timely information provided</li> <li>b. Programs/activities delivery and client feedback evidences volunteers contributing constructively</li> <li>c. Feedback is provided to the line manager and volunteer co-ordinator about the volunteers' performance</li> </ul>
Promote suitable community based opportunities for clients and encourage clients to try activities they have may not have requested through their individualised plans or experienced before	<ul style="list-style-type: none"> <li>a. Individual and group programs and activities reflect community inclusion and integration.</li> <li>b. Client are referred to Individual Community Options as an extension to group programs/activities</li> <li>c. Connections with people, business, community groups and other day service providers create opportunities for clients to broaden their networks</li> </ul>

### 4. Organizational Health & Safety

Critical Tasks	Key Performance measures
1. Comply, promote and improve organizational health and safety.	<ul style="list-style-type: none"> <li>a. All actions are in accordance with OH&amp;S legislation, regulations, policies, procedures, safe work practices.</li> <li>b. Accident/ Incident/ Near Misses Register are completed in a timely manner.</li> <li>c. Safe Operating Procedures for programs/tasks are implemented in accordance with the documented plan.</li> <li>d. Attendance at O H &amp; S mandatory training</li> </ul>

### 5. Team work, communication and liaison

Critical Tasks	Key Performance measures
1. Contribute constructively to the success of projects, the team and the service	<ul style="list-style-type: none"> <li>a. New and existing staff are constructively supported and assisted through the buddy system and sharing of information about clients, services and Alkira practice</li> <li>b. Relevant information is shared and distributed in a timely manner</li> <li>c. Issues and grievances are raised and resolved in constructive,</li> </ul>

	<p>solution based manner</p> <p>d. Program/activities, service and job tasks &amp; timelines are met in an self reliant and proactive manner</p> <p>e. Attendance and constructive contributions are made in service planning and staff meetings</p>
<p>2. Participate in training and development activities to maintain professional knowledge and skills.</p>	<p>a. Attendance at mandatory training</p> <p>b. Attendance and contributing to professional development, organizational planning and staff meetings.</p> <p>c. Punctuality and reliance to fulfill the duties of this position</p>

## 6. Policies and Procedures

Critical Tasks	Key Performance measures
<p>1. Execute daily client support and program and activities in line with Alkira policies and the services procedures</p>	<p>a. Being familiar with and adhering to Alkira policies, procedures and working in line with the Alkira Future Directions</p> <p>b. Independent audit compliance standards are met in relation to the tasks and responsibilities of the job of Instructor</p>
<p>2. Execute job responsibility in line with the Quality Framework for Disability Services in Victoria</p>	<p>a. Being knowledgeable of and adhering of the Quality Framework</p> <p>b. Being knowledgeable and contributing to the success of organisation wide and service specific Quality Improvement Initiatives</p>

## 1. Service Delivery

Critical Tasks	Key Performance measures
<p>1. Directly support client wellbeing, Including support with daily household activities, preparation and assistance with meals, personal care, and social, recreational and community experiences that enhance quality of life, based on individuals' My Plan goals and support plans.</p> <p>2. Utilize well-developed communication skills to identify client needs, liaise with other service providers, stakeholders and significant others.</p> <p>3. Develop, implement, monitor and review a range of client support plans, with oversight from senior staff, using knowledge of client need, preferences and interests.</p>	<p>1. Providing personal care and support for residents/service users to achieve identified goals aspirations and needs as stated in Individualized Person Centered Plan;</p> <p>2. Evidence that resident's personal care needs are met in a dignified and timely manner.</p>
<p>4. Health and Wellbeing -Support and assist with the resident and core residents' health and wellbeing</p> <p>5. Liaise with family members, medical services, departmental services and external community services to help meet client needs.</p>	<p>1. Observe and monitor and record any changes in a person health and behaviour.</p> <p>2. Seek timely and appropriate medical assistance if changes are noticed.</p> <p>3. Assist the house supervisor to develop and review health plans when required</p> <p>4. Ensure all health plans are complied with timely, completed and updated documentation.</p> <p>5. Support residents when delegated to attend health appointments and treatment</p>

<p>6. Engagement-Develop planned activities in line with residential and organisational policies and guidelines.</p> <p>7. Contribute to developing activities for residents and to longer-term house development plans in consultation with more senior staff.</p> <p>8. Advocacy- Advocate on behalf of residents for increased access to, and inclusion in, community and recreational services.</p> <p>9. Inclusion- Work towards establishing links with community resources, facilitating inclusions of residents into the community.</p>	<p>1. Resident's activities achieves state My Plan goals</p>
<p>10. Providing a range of support to residents that may include: health, exercise and diet, daily household activities and community experiences.</p>	<p>1. Evidence that daily routine service housework duty roster are maintained</p> <p>2. House diaries and all communication records reflect accurately all details of contact, communication and follow up actions required and taken.</p> <p>3. Core Worker Reports demonstrate proof of positive outcomes for residents and service users.</p> <p>4. Safely transporting residents/service users to meet their daily commitments and activities</p> <p>5. Vehicles are cleaned regularly, defect reports and safety checks</p>
<p>11. Information and support documents are</p>	<p>1. Accurate and timely completion of financial records are in place at the end of each shift</p> <p>2. Audits reflect accurate income and expenditure</p>
<p>12. Administer medication treatments and therapies according to prescribed protocols or otherwise, seek appropriate medical assistance</p>	<p>1. Medication procedure are followed and reflect that all client's have had their medication on the previous shift and records are up to date by staff from previous shift has signed</p> <p>2. Checks have being made and are documented that each residents medication are taken in accordance with their health plans</p> <p>3. Resident's health plans are current.</p> <p>4. All medication is administered and delivered according to prescribing professionals' instructions and Alkira Residential Services Medication procedures and Health Care Plans</p> <p>5. Seek timely and appropriate medical assistance if changes in health are noticed.</p>
<p><b>2. House Management</b></p>	
<p><b>Critical Tasks</b></p>	<p><b>Key Performance measures</b></p>
<p>1. Undertake administrative duties as required complying with all legislative and Alkira Residential Services operational policy and procedural guidelines for individual services.</p> <p>2. Provide information, feedback and reports, including recording charts and completing routine tasks utilizing departmental systems including computer software applications.</p> <p>3. Provide information to colleagues on routine matters relating to client needs and general</p>	<p>1. Administering all documentation and communication requirements of the role</p> <p>2. Complying with all legislative and Alkira Residential Services operational policy and procedural guidelines for individual services</p> <p>3. Prepare and timely submit reports as instructed and required</p> <p>4. Accurately and timely complete financial and work related records</p> <p>5. Share observations relating to work process improvements with supervisor or more senior staff.</p> <p>6. Take timely and appropriate action on any breakage and repairs complying with all safety requirements that may impact on</p>



<p>house matters.</p> <p>4. Contribute to the day-to-day running of the group home and help maintain service accounts.</p> <p>5. Reporting and following up of any breakage and repairs complying with all safety requirements that may impact on residents/service users according to Alkira procedure</p>	<p>residents/service users according to Alkira procedure</p>
<p>1. Promoting, maintaining and improving health and safety.</p> <p>2. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.</p>	<p>1. All work performance is in accordance with OH&amp;S legislation, regulations, policies, procedures, safe work practices.</p> <p>2. Accident/ Incident/ Near Misses Register and Reports are fully completed in a timely manner with preventative strategies implemented.</p> <p>3. Safe Work Practices for Residential Services are implemented in accordance with the documented plan.</p> <p>4. Attendance at O H &amp; S mandatory training</p> <p>5. Personal injury whilst on duty is recorded and reported complying with Work Cover policy and legislation.</p>
<b>3 Staff Recruitment, Retention and Accountability</b>	
<b>Critical Tasks</b>	<b>Key Performance measures</b>
<p>1. Deliver support professionally achieving positive outcomes for residents</p> <p>2. Contribute to effective teamwork through professional communication.</p>	<p>1. Punctuality and reliability to fulfill Residential support worker duties complying with all legal and Alkira policy and procedures</p> <p>2. Demonstrates full awareness of and compliance with Alkira's Code of Conduct and all legislation governing respectful workplace behaviour</p> <p>3. Providing for the personal needs of residents/service users in cooperation with all Alkira and Residential services team members</p> <p>4. Complying with Service operation standard policies and procedures</p>
<p>3. Communicating and disseminating information with all stakeholders in compliance with privacy and other legislation.</p>	<p>1. Comprehensive hand over of information to next person on duty according to operational procedures</p> <p>3. Timely, responsive and appropriate dealing with information and communication via pigeonholes, notice boards, house diaries, communication books, files notes and electronic</p> <p>6. Media.</p>
<p>4. Attend and contribute to team and organizational planning. meetings as requested</p>	<p>1. Is punctual and actively participates in organisational, service, house and team meetings</p> <p>2. Contributions are made in a respectful, professional and constructive manner</p>
<p>5. Participate and contribute to relevant training and professional development;</p>	<p>3. Attendance at organisational staff training and professional development results in positive outcomes for residents/service users</p>

## SALARY AND CONDITIONS OF EMPLOYMENT

( in accordance with the Alkira Residential Agreement 199 and 2003)

1. Salary based on relevant qualifications and experience.
2. Shift penalty rates apply

3. Salary packaging applies after 3 month probationary period.
4. Superannuation - a compulsory Superannuation Guarantee payment will be made on employee's behalf - currently 9.125 % of gross salary. Choice of only Hesta or First State Super, can transfer if already in either fund
5. This Position may be full time, part time or casual and involves sleepovers and some weekend work.
6. Participation in a 24hours /365 days per year work roster.

## KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, past performance and personal attributes that are required for achieving the key accountabilities listed previously along with the following:

### **1. QUALIFICATIONS AND EXPERIENCE:**

1. Have at least a Cert III- Disability Work or Aged Care or related field. Cert IV -Disability Work highly desirable.
2. Current First Aid level 2 and Fire Safety Certificate
3. Have previous experience as a support worker working in a related service.

### **2. PRE-EMPLOYMENT REQUIREMENTS**

1. Have an acceptable Victorian Police Records Check in accordance with Department of Human Services (DHS) policy – Alkira will conduct Police Records Check.
2. Have Australian permanent Residential Visa. (if applicable)
3. Provide evidence of professional qualifications and current registrations and previous work experience
4. Driving Ability and licensing:
5. Driving forms part of the inherent requirements of the role and all potential employees will be driver safety assessed
6. A current Victorian Drivers License required
7. Satisfactory Vic Roads drivers record history
8. Provide at least 2 references from recent direct line manager or supervisor.
9. **Be able to perform the Inherent Requirements of the job which are:**
  - a. Operating alone from time to time managing programs/activities within an Alkira facility and in external community based environments.
  - b. Emotional maturity and intelligence, resilience and physical capacity to work in physically and sometimes emotionally demanding environments.
  - c. Being able to see, hear, observe and gather clients, thus accounting for clients at all times to meet duty of care requirements.
  - d. Being responsible for gathering, putting out, packing up and putting away all equipment in line with
  - e. Being fit and able to do all manual handling requirements as documented in the Alkira Occupational Health and Safety Manual Handling Hazard Identification for the Role of Instructor
  - f. Develop, implement and review respectful Behaviour Management Plans and Personal Assistance Strategies for and with clients in consultation with relevant people in the client's life.
  - g. Email and word process program/activity and administrative documentation.

### **3. KNOWLEDGE AND SKILLS**

1. Knowledge and experience in implementation of current and relevant legislation philosophy and issues affecting people with disabilities
2. Experience in provision of person centered support to residents
3. Ability to implement skill development and behavior support plans
4. Stakeholder management: responds to residents' needs; keeps the client or stakeholder up-to-date with issues and developments; promptly follows through on inquiries, requests and complaints; takes responsibility for correcting problems promptly and without becoming defensive.
5. Verbal communication: clearly explains information and listens to feedback; speaks clearly and concisely and keeps people interested when speaking; uses a polite and considerate manner when dealing with others.

### **4. PERSONAL QUALITIES**

1. Commitment to work with people with disability alignment to Alkira values
2. Flexibility and Willingness and ability to embrace a changing working environment
3. An understanding of an adherence to working within personal and professional boundaries in a multicultural environment
4. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.
5. Integrity: committed to the public interest; operates in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals fairly.
6. Interpersonal skills: polite and considerate in dealing with others; aware of people's moods and temperament.
7. Self-management: accepts responsibilities for own actions; focuses on the most important goals; has a realistic and balanced view of own strengths and weaknesses; recognizes own feelings and personal prejudices and understands why they occur.

### **5. RESIDENTS' FOCUS**

1. Customer/client focus: listens to customers; actively seeks to meet customer needs; seeks ways to improve services; committed to delivering high quality outcomes for residents.
2. Commitment to an individualized approach to supporting residents/service users
3. Proven ability to develop, implement and review respectful Behaviour Management Plans and Personal Assistance Strategies for and with residents in consultation with relevant people in the client's life.
4. Commitment to providing dignified care and respectful support to residents/service users
5. Ability to plan and organize activities based on residents/ service users' needs, interests, wishes and abilities using Alkira based and community based programs where appropriate
6. Well developed observational skills for monitoring residents/service user's social, emotional and physical health
7. Ability to maintain positive relationships with residents/service users, their families & friends, and people associated with Alkira Services and the community.

### **6. TEAMWORK**

1. Demonstrates the ability to work both as part of a co-operative team and also with minimal supervision.
2. Ability to prioritize work and manage time effectively to achieve individual and team requirements and results.
3. Problem solving skills with positive contribution to solutions
4. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.