



# Recruitment Pack

**SUPPORT WORKER**

st george  
community.

## Recruitment Pack

|                        |   |
|------------------------|---|
| <b>Job title:</b>      | Support Worker  |
| <b>Reporting to:</b>   | NDIS Coordinator                                      |
| <b>Award:</b>          | Social Community Home Care and Disability Award, 2010 |
| <b>Level</b>           | Level 2   |
| <b>Location:</b>       | Mortdale  |
| <b>Hours per week:</b> | Casual  |

Thank you for your interest in St George Community Transport.

Our application pack is designed to assist you with information that will support your decision making regarding this position and also ensuring your application is tailored to our organisation.

It contains the following documents:

- Our selection process
- A Position Description(s)
- Our Organisational Chart
- Our Vision and Mission
- Values and Commitment
- Our region

Additional information about St George Community Transport can be found on our website [www.stgct.org.au](http://www.stgct.org.au)

Please do not hesitate to contact Amalia Betihavas if you have any questions or queries about your application on 9585 3000 or via email [amalia.betihavas@stgct.org.au](mailto:amalia.betihavas@stgct.org.au)

## Selection of Merit

All appointments to St George Community Transport are based on merit i.e. each application is assessed on merit against knowledge, skills, experience, qualification and standard of work performance identified in the position description and advertisement.

The applicant who demonstrates the strongest fit against these selection criteria in their application and throughout the selection processes is recommended to the position.

## The Application

In the Advertisement we have outlined the responsibilities, location and selection criteria of the position, which are documented in the Position Description as the knowledge, skills, abilities and experience that are required to perform the duties of the position.

Your application must address the essential and desirable criteria indicated in the position description. If you do not meet the essential requirements specified in the advertisement, or cannot clearly demonstrate that you meet the requirements, you will not be considered for the position. It is your responsibility to ensure this is clearly addressed in your application.

All applications will be held confidential and will be assessed for suitability after the closing date for applications.

To apply please address your application, marked **CONFIDENTIAL** to:

Human Resource Department  
St George Community Transport  
1/29-33 Pitt Street  
MORTDALE NSW 2223  
Or send to  
[amalia.betihavas@stgct.org.au](mailto:amalia.betihavas@stgct.org.au)

## The Selection Panel

The selection panel is responsible for selecting the applicant best suited for the position. The selection is based on merit and must be based on the materials presented in writing, at interview and from references. The selected candidate will be the one who best satisfies the selection criteria.

## Timeline For Recruitment

At STGCT we aim to have our recruitment processes as clear and structured as possible. Ideally, we have our advert listed on various websites for 2 weeks and up to one month. Following the deadline date, we will aim to shortlist within 2-3 days. Once shortlisting has been completed, the successful candidates will be informed and given an interview date a week ahead. This will allow our successful candidates the opportunity to prepare and make arrangements.

## Position Description

|                         |   |
|-------------------------|---|
| <b>Job title:</b>       | Support Worker  |
| <b>Reporting to:</b>    | Coordinator / Manager   |
| <b>Responsible For:</b> | To provide support for older people and people with disability to access trusted and reliable community services. |
| <b>Award:</b>           | Social Community Home Care and Disability Award, 2010   |
| <b>Level</b>            | Level 2 / Level 3   |
| <b>Location:</b>        | Mortdale  |
| <b>Hours per week:</b>  | Casual  |

### OPERATING ENVIRONMENT

St George Community Transport Limited (STGCT) is a not-for-profit Company Limited by Guarantee which operates as a charity. It is currently funded by Transport for NSW as an agent for the Commonwealth Home Support Program and the NSW Community Transport Program.

STGCT was established as a Company Limited by Guarantee in 2018 and provides One on One Social Support and In-Home Services to NDIS participants and a high quality, affordable and appropriate transport service to people 65 years and over, people with disability and their carers who reside within the South East Sydney. Prior to 2018 the organisation was established in 1987 as an Incorporated Association.

### PURPOSE OF THE POSITION

The primary purpose of this position is to provide One on One support to older consumers and NDIS participants to assist them to; reach their goals, continue living independently in their own homes and access the community.

### RESPONSIBILITIES

- Support the planning of services and activities to assist the NDIS participant or older person to achieve their goals as per their Service Care Plan. These services will develop their skills associated with daily living and will increase their capacity to be part of a community.
- Perform duties in a manner that promotes the dignity, independence and acquisition of skills of participants.
- Provide culturally respectful and appropriate service delivery.
- Respect the privacy and confidentiality of participants in accordance with privacy legislation and STGCT Policies and Procedures, during and beyond the period of employment.
- Complete all required case notes and related documentation which includes monitoring and documenting activities and goals as part of their STGCT Service Care Plan Support Plan.

- Support consumers and NDIS participants to engage with the community to improve their independence and access to other services.
- Adhere to STGCT WHS Policy & Procedures.
- Perform duties in a manner that supports the consumer and participant's right to take risks and support them in making these decisions by providing them with relevant information.
- Advise the management team of any concerns or changes in behaviour which may warrant a revised risk assessment.
- Maintain a positive relationship with the consumer and participant's family/carer/advocate where applicable.
- Report all incidents, accidents and injuries to the Manager/CEO.
- Report all feedback to the Manager/CEO.
- Participate in the performance review process which will entail informal meetings and an annual performance appraisal.
- Communicate regularly with your Manager/CEO.
- Any other tasks relevant to the role as directed by a member of the management team.

## **SELECTION CRITERIA**

### **Mandatory qualifications**

- Cleared National Criminal History record check (verified every three years).
- Working with Children Check (or willingness to obtain)
- Current First Aid Certificate
- NSW Drivers Licence

### **Essential experience or skills**

#### Qualifications / Experience

- Cert III or IV in Disability or Aged Care (or other community services-based qualifications)
- Previous work experience providing personal care
- Previous work experience with people with a mental health condition
- Ability to use technology such as smart phones and computers.
- Current unrestricted Australian Drivers Licence
- Current Vehicle Registration & Current Compulsory Third Party Personal Injury Insurance
- Willing to transport people in their own car
- Willing to work anywhere in South East Sydney.

#### Skills

- Ability to communicate effectively with older people and people with disability.
- Excellent written and verbal communication skills

- Good time management skills
- Ability to work in a flexible, multi-tasking environment.

#### Knowledge

- Knowledge and experience /understanding the needs of older people and people with disability.

#### **Desirable experience or skills**

- Understanding of the community sector.
- Experience or a good understanding of the provision of community services in a Not-for-Profit environment

### **PERSONAL ATTRIBUTES**

- Honest and trustworthy
- Cultural awareness and sensitivity
- Flexible and patient attitude
- Excellent communication skills
- Flexible & responsive

### **ORGANISATIONAL VALUES**

#### Safety and Compliance

- We commit to prioritising the safety and wellbeing of our people, participants and those who share the road and adhere to all applicable laws.

#### Client Focus

- We listen to our consumers and participants and put their needs first.

#### Acting Ethically

- We operate with honesty, integrity, independence, transparency, equity and fairness.

#### Valuing Others

- We foster a collaborative working environment that values contribution and recognises and respects the views and rights of all.

#### Excellence

- We strive to be the best by continuously improving what we do and how we do it, and by sharing our knowledge, skills and ideas.

Teamwork

- We embrace diversity and work together towards our common purpose, communicating freely and sharing decision-making and the tasks involved.

Positive Attitude

- We cultivate positivity and goodwill in our business, personal activities and relationships.

**Acknowledgement**

Employee

Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager

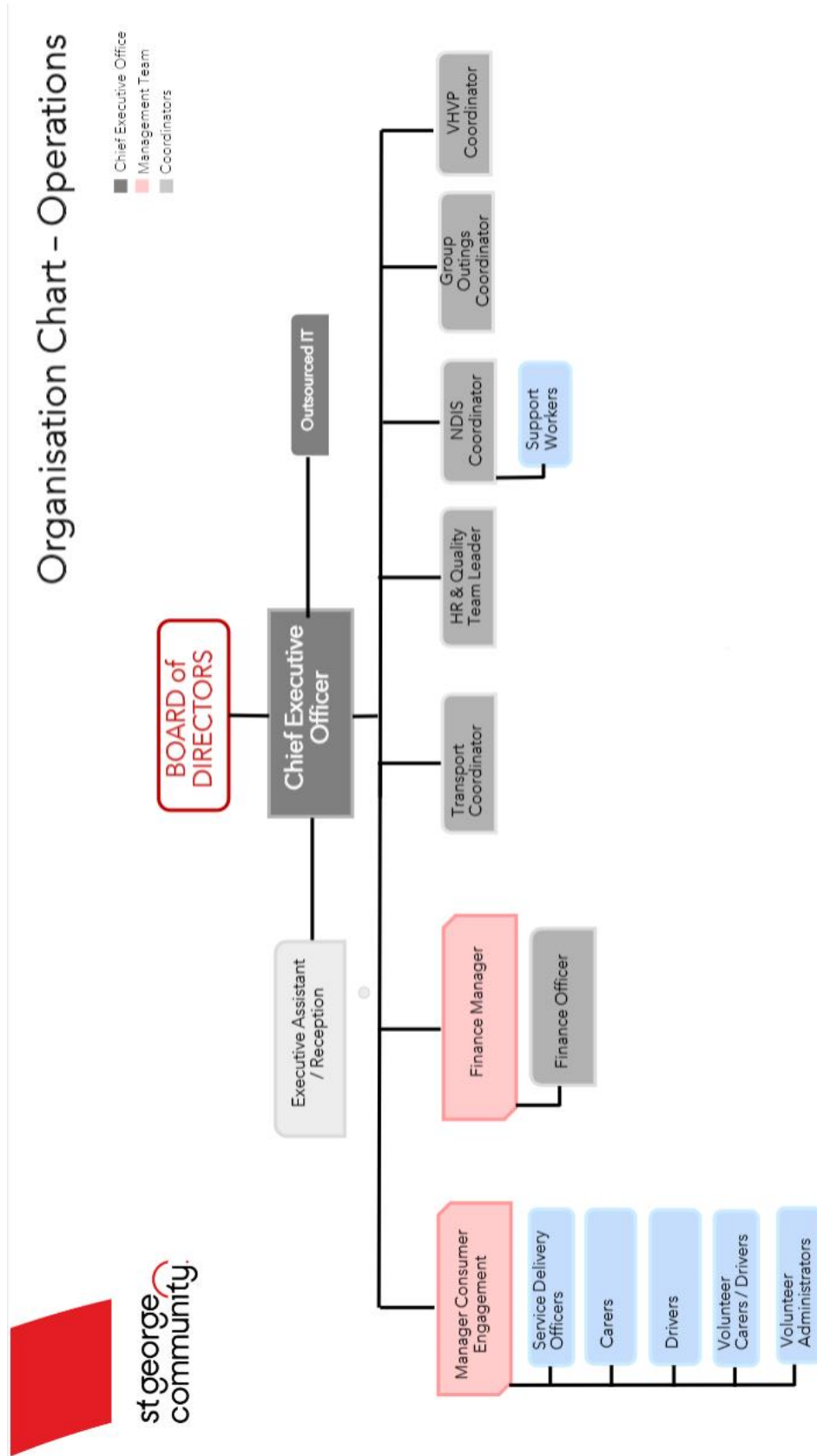
Signature \_\_\_\_\_ Date \_\_\_\_\_

Performance review period: \_\_\_\_\_ Next review  
date \_\_\_\_\_

Performance review period:

Next review date \_\_\_\_\_

## Organisational Chart





## OUR VISION

To facilitate a good quality of life, strong connections and independence for our clients.

## OUR MISSION

At St George Community Transport, we strive towards our vision by making the five points below our mission:

### Enhance the independence of people in our community

By providing trusted and reliable services across multiple aspects of daily life, our team is dedicated to enabling clients in maintaining their independence both within their personal lives and within the community.

### Facilitate people's ability to remain living in their own homes with dignity and choice

The information and services we provide are tailored to each individual client and drive targeted assistance that helps ensure a good quality of life. We also provide resources for clients, friends, family, and the community which are designed to support our initiatives.

### Provide support for vulnerable and disadvantaged individuals

Independence and quality of life are underpinned by being able to access support services that meet each individual's needs. We strive each day to ensure that their needs are met and assist whenever possible.

### Foster autonomy and connections

By providing opportunities, information, and a suite of services, we aim to reduce isolation, and help people in our community to exercise their choice and control.

### Offer quality, caring service

Care, compassion and experience are required to be a provider of choice within the community services sector, and our team embodies these traits.

## OUR VALUES

### Safety

We commit to prioritising the safety of our clients when travelling or while they are receiving services at home and in the community. All staff undergo appropriate training, and we are constantly assessing our procedures to see where there are opportunities for improvements.

### Respect

We foster a collaborative environment that respects and encourages the contributions of staff, volunteers, and clients. All contributions are valued equally, and we work hard to achieve the best outcome for all involved.

### Integrity

We are governed by our Board, which leads our compliance with the legislation and standards under which we operate. The risks faced by our business and our financial stability are overseen by our Board.

### Teamwork

We know that we can achieve more when we work together. We embrace diversity, encourage open communication, and share decision-making.

### Excellence

We work to continuously improve our service offering and provide our community with the resources they need to make positive choices in their lives.

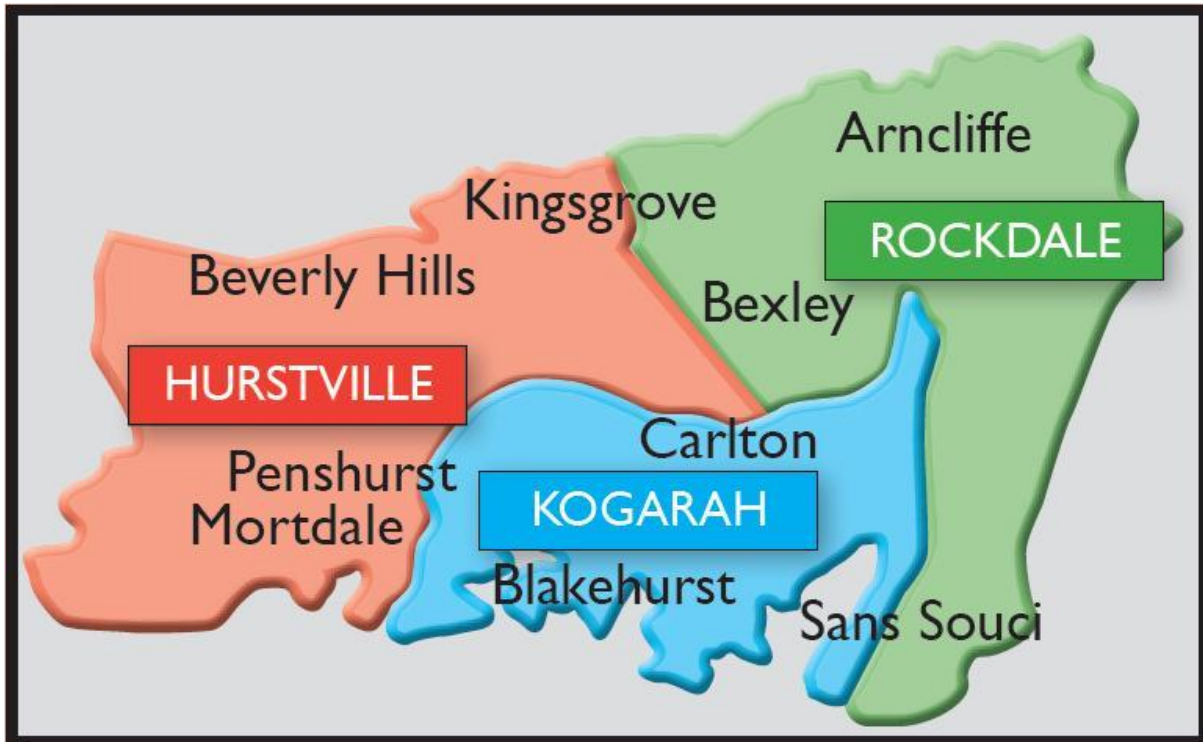
We encourage excellence in our team members and reward those who display the ability to go above and beyond.

## **OUR COMMITMENT**

### **St George Community Transport is committed to:**

- Ensuring that transport disadvantaged people and organisation's are aware of the Service and the support it provides;
- Providing opportunities to improve social participation, to maintain or promote a person's capacity to live as independently as possible;
- Providing a person-centered approach to service delivery, promoting wellness and active participation in goal setting and decision making;
- Providing timely and flexible services that respond to a person and their carer's needs and circumstances;
- Developing collaborative relationships with other service providers for the benefit of people using the service;
- Recruiting and retaining suitable team members to ensure that the service is able to provide an efficient quality service;
- Providing and maintaining an efficient, cost effective and accountable organisation.

## Our Region



### Important region statistics:\*

- The region has a total population of 232 000
- Residents over the age of 60 account for more than 20% of the population
- The percentage of clients over the age of 60 is increasing
- More than half the community comes from a non-English speaking background
- Approximately 4.7% of the population has a disability that requires support to be independent

\*Source: Australian Bureau of Statistics, 2011 Census