

Community Connections

Position Description – Key Support Person

Reporting to:	Coordinator
Purpose	The key support person will take a lead role in assisting the coordinator in the efficient and effective support for the individual(s) allocated, facilitating their inclusion within their community. The key support worker takes a role in ensuring the individual and their network stay connected and informed.
Overall responsibilities	<ul style="list-style-type: none"> • To ensure the individual’s agreed goals are met and that their support is organised in such a way that it enhances the person’s life and community involvement • To liaise with other direct support staff who are involved with the focus person • To inform the Coordinator of situations of risk to individuals or staff. To support the coordinator to plan effective responses for situations involving risk and vulnerability. • To work cooperatively with other Community Connections’ staff, NASC agencies and the individuals’ networks
Specific Duties (in addition to those of a support worker)	Performance Indicators
<p>1. To individuals:</p> <ul style="list-style-type: none"> a. To assist the coordinator and the individual to develop and review support plans b. To coordinate services to the individual as delegated by the Coordinator c. To monitor the match between staff support and the agreed goals, in conjunction with the individual d. To liaise with the individual’s advocate 	<ul style="list-style-type: none"> a. Support plans are developed and reviewed with the coordinator every 6 months b. Individuals have access to required services and supports c. All staff supporting the individual are oriented to and working to the agreed plan. d. The individual’s advocate is kept informed as agreed with

<ul style="list-style-type: none"> e. To assist the individual with any complaints they may have. f. To work through any issues with the individual that may arise from any incident g. To strengthen and develop the individual's networks 	<p>the individual</p> <ul style="list-style-type: none"> e. Complaints are documented and referred to the Coordinator Key support worker supports the resolution process. f. The individual and the service have an understanding of the incident and the likelihood of future incidents is reduced g. Each person has an active informal and formal network
<p>2. To other support workers:</p> <ul style="list-style-type: none"> a. To assist the coordinator in the orientation of new support staff b. To work with other support staff to ensure the support for the individual is coordinated c. To review support workers' support for the individual to ensure it is meeting the agreed goals d. To schedule team meetings as required 	<ul style="list-style-type: none"> a. New staff are formally orientated to Community Connections philosophy and policies and introduced to the people they will support b. Support staff know the individual's support plan and operate appropriately to support the individual's needs c. Regular contact is maintained with all support workers and the work undertaken reviewed d. Team meetings are held and minuted as required
<p>3. To the service:</p> <ul style="list-style-type: none"> a. To provide regular (at least monthly) feedback to the Coordinator on the individual's situation, notifying them of new issues and developments as they occur. b. To assist the Coordinator with service planning and development 	<ul style="list-style-type: none"> a. The Coordinator is kept apprised of the individual's situation b. The service for the individual is planned and developed with the individual and the Coordinator
<p>4. Other duties</p> <ul style="list-style-type: none"> a. From time to time undertakes other duties as requested by manager to support wider organisation 	<ul style="list-style-type: none"> a. Key support person's skills used across wider agency as appropriate