

Position details

Position:	Disability Support Worker		
Award:	Social, Community, Home Care and Disability Services Industry Award 2010		
Fixed/Continuing:	Continuing	Probation period:	6 months
Level:	2.1	Direct reports :	Vary
Reports to:	Team Leader	Work base:	Any HCO site
Context:	<p>HCO is committed to ensuring that the values of the association are upheld through the provision of a professional, Client-centred service by:</p> <ul style="list-style-type: none"> • valuing the uniqueness of the individual • promotion of community inclusion • promotion of social equality • provision of a continuous learning environment for all. 		
Position objectives:	To contribute to the creation and maintenance of an environment designed to provide Clients with effective opportunities to participate, to their optimum potential and in accord with their own preferences, in processes that lead to a high-quality lifestyle, commensurate with the rest of the community.		
Key responsibilities:	<ul style="list-style-type: none"> • Work in cooperation with the Team Leader/Coordinator to support Staff to develop an environment that supports Client needs, aspirations and skills • Provide person-centred active support for Clients, in a manner that allows for fullest Client expression of their individual choice and preference • Any other duties commensurate with your level and skill set. 		
Key working relationships:	Internal	<ul style="list-style-type: none"> • Finance and Operations Team • Coordinators • Team Leaders • Senior Support Workers • Support Staff. 	
	External	<ul style="list-style-type: none"> • Clients and families • Government and non-Government Agencies. 	
Special conditions:	<ul style="list-style-type: none"> • Hold successful NDIS Worker Screening, DHS Working with Children clearance and background checks at all times. • Hold current essential credentials at all times 		

Key result areas

Leadership, support and encouragement:	<ul style="list-style-type: none"> • Be a positive role model for Staff and Clients • Ensure Staff comply with organisational values and practices consistent with policies and procedures and evidence based practiced to which the organisation adheres • Ensure a household environment whereby all Clients are given the opportunity to express their own needs and aspirations whilst recognising the preferences of others
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Person-centred active support:

- Work co-operatively with the Team Leader to ensure various household tasks delegated to Staff are undertaken in a timely manner.

Client support:

- In accordance with person-centred active support, recognise and acknowledge Client skills and capacities and further development that is consistent with their preferences and improved quality of life.
- Ensure compliance in maintaining Behaviour support plan guidelines for Clients with behavioural issues
- Assist with development of individual goals that result in effective communication and productive relationships for Clients
- Support Client involvement in community activities which enhance quality of life through the provision of individually appropriate physical, emotional, recreational, and social supports and networks
- Support Clients in the acquisition of skills that result in greater independence in personal and daily living
- Administer medications and ensure compliance on the part of Level 2 Staff within organisational policies and procedures
- Maintain sound organisational practices which maximise outcomes for Clients.

Core capabilities

Communication

- High level of communication skills written and verbal
- Keeps accurate and complete records in accordance with HCO's policies and procedures
- Communicates in a manner that is consistent with HCO values.

Service improvement

- Provide ideas for improvement and constructive input into change initiatives
- Regularly review own work practices to identify areas for improvement
- Take personal responsibility to resolve enquiries, requests or complaints in accordance with HCO's policies and procedures.

Flexibility and adaptability

- Adapt positively to changes in the environment and work demands
- Demonstrate flexibility in thinking
- Show flexibility in coping with multiple and changing priorities.

Team working

- Develop and maintain productive relationships with peers, and organisational teams
- Attend and actively participate in team meetings, sharing ideas and contributing to discussions
- Recognise the differing contributions of others in the team.

Work health and safety

- Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others
- Participate in WHS related training, safety briefings and updates as required
- Actively take responsibility for a safe working environment, reporting all incidences, near misses or any unsafe working practices.

Financial

- Adhere to all financial processes and polices.

Key outcomes

- Day to day running of the household undertaken in collaboration with the Team Leader and house Staff
- Person-centred active support is demonstrated by self and Staff
- Effectively and diligently administer the medication as required
- Staff follow appropriate lines and forms of communication
- Demonstrated appreciation of Client choice
- Effective decision making, appropriate to the level and role, referring to the Team Leader/Coordinator where necessary.

Selection criteria

Essential

Qualifications:

- Certificate 3 Community Services (Disability) or equivalent
- Senior first aid certificate
- Driver's licence
- First aid/CPR
- Medication Administration or Health Support Competency
- Manual handling
- Infection control
- NDIS Worker Orientation Module Certificate.

Experience:

- Successful completion of minimum of 120 hours of placement.

Knowledge:

- Informed current knowledge of principles and practices relevant to best practice in service delivery pertinent to the Disability sector and Human Services generally
- Understanding of relevant legislation pertinent to the meeting of statutory requirements for Disability Services Standards, WH&S, Equal Opportunity and Anti-Discrimination.

Aptitude and skills:

- An acceptance of and an ability to acknowledge and value the diversity of individuals.
- Ability to work within a human services team and contribute to team processes
- Excellent communication and interpersonal skills
- Demonstrated organisational and time management skills
- Self-motivation and initiative
- Willingness to value individuals with disability as persons of worth and equality.
- Commitment to the rights, access, dignity and development of persons with disability.

Desirable

Experience:

- Working in a situation with complex demands and some fragmented responsibilities
- Working in isolation
- Demonstrated capacity working with people with disabilities and their families, carers, advocates and networks to develop and maintain community inclusion
- Working with people with a dual disability (mental health issues).

Knowledge:

- Knowledge of local community, non-Government and Government resources available to assist with Client outcomes.

Aptitude and skills:

- An attitude of tolerance and acceptance in relation to the differences evident in people
- Competence in the use of computer programs including word processing, spreadsheets and databases.

Approval

CEO

Sue Horsnell

Review date: 24.02.2023

Position:

Disability Support Worker

Award:

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