

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Disability Support Worker	<b>LOCATION:</b>	New Town
<b>REPORTS TO:</b>	Disability Support Coordinator	<b>HOURS:</b>	Part Time/Casual
<b>SALARY/AWARD:</b>	SCHADS Award 2010	<b>LEVEL:</b>	Level 2, Pay Point 1 (At commencement)
<b>Direct Reports:</b>	Not applicable		

### ORGANISATIONAL VISION, MISSION & VALUES:

<b>Vision:</b>	Creating compassionate, resilient and connected local communities
<b>Mission:</b>	Guided by Christian values, Hobart City Mission brings together people who give and people in need, through the provision of client focused, holistic and innovative services.
<b>Values:</b>	<i>The principles that guide our behaviour and decision making</i>
• <b>Honesty</b>	We are honest, ethical and transparent, and this will build trust, with clients, staff and supporters.
• <b>Respect</b>	We respect you so you will respect yourself.
• <b>Teamwork</b>	We work together as a professional team to accomplish the outcomes that we strive to achieve.
• <b>Innovative</b>	We seek to find solutions where none seem to exist, to assist those in need.
• <b>Passion</b>	We are inspired to assist those in need regardless of circumstance and stature.

### PURPOSE OF THE POSITION:

The role of a Disability Support Worker is to work with people with a disability in achieving individual goals and aspirations. This occurs through the provision of high quality support and care that addresses individual needs and enhances participant's independence, ability, community participation and quality of life. The Disability Support Worker operates under established routines, methods, standards and procedures and is responsible for managing, planning and organising their own work. They may also be required to provide limited guidance to less qualified or experienced workers.

## KEY RESPONSIBILITIES:

### Client Services and Support

- Support clients to participate in age appropriate activities and tasks including in home support, community access and employment.
- Support clients to access activities and outings in the community; provide encouragement, assistance and supervision to participant's in their recreation and leisure activities to promote maximum physical and social participation in community life.
- Provide direct care assistance to each client in accordance with their NDIS service plan and as directed by management, either individually or as part of a team.
- Assist in the development and implementation of participant care and/or personal plans under general supervision either individually or as part of a team.
- Encourage and assist participant's in meal planning and preparation, personal budgets, household accounts and day to day decision making.
- Administer prescribed medication to clients when required in accordance with the Medication Management Policy.
- Monitor the safety and wellbeing of clients and report any concerns to management in accordance with organisational policy.
- Maintain clear professional boundaries with clients.

### Teamwork

- Work with colleagues in a supportive and cooperative manner.
- Liaise and communicate with other team members in the interests of achieving a consistent approach to service provision.
- Actively contribute to the team environment through open communication, participation in regular staff meetings and planning processes. Provide back up and support to other staff as required.
- Regularly report to management and attend appointments and/or other services with Case Managers when required.
- Participate in professional learning and development activities.

### Operational / Administration

- Maintain accurate and up to date case notes on clients. Ensure completion of appropriate documentation in accordance with NDIS and organisational requirements.
- Maintain an up to date knowledge of the NDIS systems and practices.
- Undertake all work in accordance with organisational policies and procedures; Comply with all relevant legislation and codes of conduct.

### Work Health & Safety

- Conduct all duties with diligence and due care for personal safety and the safety of others.
- Maintain an up to date knowledge of work health and safety (WHS) requirements and participate in mandatory WHS training.

#### **SELECTION CRITERIA:**

1. Demonstrated experience and/or interest in working with people with a disability, families, service providers, advocates and/or other stakeholders.
2. Experience in delivering person-centred supports to people living in community based settings.
3. Ability to liaise, negotiate and work with participants and stakeholders from a range of organisations and different cultural backgrounds.
4. Demonstrates a positive approach to the rights of people with disability.
5. Well-developed interpersonal skills including effectiveness in written and verbal communication, negotiation and conflict resolution skills.
6. Ability to work independently and as part of a team.
7. Good organisational and time management skills.
8. General knowledge and experience in a broad range of office functions, including proficiency in the use of current office technology.

#### **CRITICAL SUCCESS FACTORS:**

- Personal resilience
- Effective client outcomes
- Contributes to a culture of continuous learning and results coupled with purpose and passion

#### **QUALIFICATIONS, SKILLS & EXPERIENCE:**

- Certificate III in Disability or other relevant qualification or working towards obtaining qualification within 12 months.
- Current National Police Check
- Current Working with Vulnerable People Card (Tasmania)
- Current unrestricted Tasmanian Driver's Licence
- Current Medication Endorsement or ability to attain.
- Current Level 2 Senior First Aid or ability to attain.

### PERSONAL QUALITIES & BEHAVIOURAL ATTRIBUTES:

<b>Customer Focus</b>	Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.
<b>Teamwork &amp; Collaboration (Building Positive Working Relationships)</b>	Building positive and collaborative relationships to facilitate the accomplishment of goals
<b>Communication</b>	Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
<b>Stress Tolerance</b>	Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
<b>Managing Conflict</b>	Dealing effectively with others in an antagonistic situation; using appropriate inter-personal styles and methods to reduce tension or conflict between two or more people.
<b>Safety Awareness</b>	Identifying and correcting conditions that affect employee safety; upholding safety standards.

### ROLE COMPETENCIES & PERFORMANCE KPI'S:

- Clients receive appropriate levels of support in accordance with their goals and personal plans; client needs are met and their dignity is maintained at all times.
- Established participant routines are followed; homes are kept secure and clean.
- Organisational policies and procedures are followed at all times.
- Records demonstrate that clients have received correct medical and dietary intakes as prescribed.
- Client files are updated and reviewed; support plans are in place.
- Client issues are reported to management.
- The employee Code of Conduct is adhered to.
- All WHS instruction and procedures are followed and training is undertaken as required.

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

**EMPLOYEE NAME:**

**EMPLOYEE SIGNATURE:**

**DATE:**

**MANAGER NAME:**

**MANAGER SIGNATURE:**

**DATE:**

**PERFORMANCE REVIEW PERIOD:**

**NEXT REVIEW DATE:**

