

## NWSS -- POSITION DESCRIPTION: DISABILITY SUPPORT WORKER -- Administration

<b>Position title:</b>	DISABILITY SUPPORT WORKER
<b>Status:</b>	CAN BE CASUAL, PART TIME OR FULL TIME
<b>Location:</b>	NORTH WEST AREA AS DESIGNATED
<b>Classification level:</b>	SACS Level 2
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Pay Rate Multi-Employer Enterprise Agreement 2011 -- Conditions
<b>Reporting to:</b>	DIRECT SERVICE COORDINATOR
<b>Version:</b>	Number: <2> Effective From: <March> <2018> Replaces: <1> Review: NWSS Board Contact: Neal Rodwell, General Manager Review Date: <January> <2020>

## WORKING ENVIRONMENT

### Code of Conduct

All employees must abide by the organisation's Code of Conduct.

### Occupational Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the organisation's occupational health and safety policies and procedures.

### Team Work:

You are a member of a team working within someone else's life. Each team member is expected to communicate in a respectful, open and honest manner so that the team is able to work collaboratively, positively and without causing harm to the living environment of the people we support.

### Performance Review:

Performance will be regularly reviewed using the organisations Performance Appraisal.

## POSITION SUMMARY

A Disability Support Worker at this level works in a team to provide direct care assistance for clients of the organisation.

A Disability Support Worker at this level possessing an appropriate qualification (as identified by the employer) at the level of certificate 4 or above may be required by the employer to undertake duties of supervising the work of others (including work allocation, rostering and providing guidance) as part of the delivery of disability services.

## SERVICE OBJECTIVES

To provide clients with high quality support that addresses individual needs and enhances independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- a high level of commitment
- efficient follow through of any tasks until completion or as otherwise agreed on with the Direct Service Coordinator or delegated staff
- consideration, understanding and respect for clients and their families
- an understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff if required
- an appreciation of the necessity to use initiative and find positive solutions in response to identified needs.
- accountability for the way in which they communicate with other members of the support team
- demonstrated behaviours which reflect NWRSS's vision and values
- an appreciation of duties that may require the use of limited initiative and/or judgement, with guidance to be found in procedures, and guidelines. Assistance will be available when problems occur
- compliance with the organisations internal quality standards
- equipment and supplies appropriately and respectfully

## LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate Direct Service Coordinator for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general guidance by the immediate Direct Service Coordinator of the relevant program in which the Disability Support Worker is working. The employee is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

## SUPERVISION

A Disability Support Worker at this level works under general guidance and operates within established routines, methods, standards and procedures and is responsible for managing time, planning and organising their own work and may be required to provide limited guidance to a limited number of lower classified employees.

## KEY TASKS AND DUTIES *(including Key Performance Indicators)*

- assisting in the development or implementation of resident care plans or the planning, cooking or preparation of the full range of meals under limited supervision either individually or as part of a team
- implementing client skills and activities programmes under limited supervision either individually or as part of a team assisting in the development or implementation of resident care plans
- supervising or providing a wide range of personal care services to residents under limited supervision either individually or as part of a team
- ensure that the service provided is in keeping with the Disability Service Standards and the policies and procedures of the organisation.

## TASKS AND DUTIES

The following tasks and duties are focused through support team meetings, individual support worker meetings and other strategies as directed by the Direct Service Coordinator. NWRSS' agendas and

other tools to focus and guide support workers on the needs of clients must be strictly adhered to as directed.

- Assist clients in the following with the emphasis on encouragement, training and assistance as directed:
  - Healing any uncomfortable or damaging past experiences
  - Health maintenance and alerts
  - Communication
  - Creating and maintaining a home
  - Managing personal money
  - Mobility
  - Creating and maintaining relationships
  - Developing roles
  - Taking responsibility
  - Developing positive reputations
  - Developing gifts and talents
  - Learning
  - Lifestyle, leisure and recreational pursuits
  - Future planning
  - Celebrating milestones
  - Records and paper work
  - Such other duties that may be allocated from time to time
- Participate in the effectiveness of the team delivering support by:
  - Communicating honestly and respectfully with other team members
  - Being receptive to input from other team members
  - Providing input to co-workers in a respectful and thoughtful manner
  - Accepting a diversity of ideas, backgrounds, educations and experience levels so that all can contribute to effective support
  - Participating in scheduled team meetings (unless prior approval for absence is sought from a Direct Service Coordinator)

#### *Key Performance Indicators*

- Client's needs are met and the dignity of clients is maintained.
- Organisational policies and procedures are adhered to.

- The house is kept clean and secure.
- Appropriate assistance is provided.
- Effective relationships with co-workers are maintained

## **QUALIFICATIONS**

- an appropriate certificate relevant to the work required to be performed;
- will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;
- appropriate on-the-job training and relevant experience; or
- entry point for a diploma without experience

## **OTHER REQUIREMENTS**

- Current Medication endorsement
- Current unrestricted Tasmanian driver's license
- Current Level 2 Senior First Aid
- National Police Check and Working with Children Check
- Provision of a satisfactory pre-employment medical report

## **SELECTION CRITERIA**

### **ESSENTIAL**

- Provision of a satisfactory National Police Check
- Provision of a satisfactory pre-employment medical report
- Demonstrate a positive attitude towards people with a disability
- Understanding of basic book keeping and financial management
- Display effective written and verbal communication skills and demonstrated ability to prepare reports
- Experience in working as part of a team
- Well developed interpersonal skills
- Remain calm during in difficult situations.
- Computer literacy including use of email.
- Be able to manage own stress and carry out all physical aspects of the position

### **DESIRABLE**

- Unrestricted Tasmanian driver's license

- Certificates in;
  - Current Medication Administration endorsement
  - Current Level 2 Senior First Aid
  - Manual Handling
  - Fire Safety / Warden duties
  - Predict, Assess, Respond to Aggressive or Challenging Behaviour (PART)
  - Food Safety
- Understanding of behaviour management strategies and their application in routine and emergency situations

**If you are successful in gaining a trial with NWSS you will have to sign this document as part of your induction.**