

# Position Description

**position title:** Disability Support Worker: Level 2  
**responsible to:** Team Coordinator or nominee

## Our Vision

To be a strong community business expanding opportunities for all.

## Our Mission

To provide opportunities for growth, development, support & security for people with disabilities and their communities.

## Our Values

- Professionalism and Continuous Improvement
- Learning and Development
- Quality and Dedication
- Accountability and Transparency
- Understanding and Compassion
- Creativity and Innovation
- Community Participation and Teamwork

## Disability Service Standards

**RIGHTS** *Purpose:* Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community *Practice Requirement 1:* Each person is aware of their rights and can expect to have them respected *Practice Requirement 2:* Service providers are to uphold and promote the legal and human rights of each person.

**PARTICIPATION** *Purpose:* Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose *Practice Requirement 1:* Each person is actively encouraged and supported to participate in their community in ways that are important to them *Practice Requirement 2:* Service providers develop connections with the community to promote opportunities for active and meaningful participation

**INDIVIDUAL OUTCOMES** *Purpose:* Each person is supported to exercise choice and control over the design and delivery of their supports and services *Practice Requirement 1:* Service providers maximise person centred decision making *Practice Requirement 2:* Service providers undertake person centred approaches to planning to enable each person to achieve their individual outcomes.

**FEEDBACK AND COMPLAINTS** *Purpose:* When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process *Practice Requirement 1:* Each person is treated fairly by the service provider when making a complaint *Practice Requirement 2:* Each person is provided with information and support to make a complaint *Practice Requirement 3:* Each service provider has the capacity and capability to handle and manage complaints.

**SERVICE ACCESS** *Purpose:* Each person has access to information and is assisted to access the supports and services they need to live the life they choose *Practice Requirement 1:* Service providers make available information about their services *Practice Requirement 2:* Service providers have clearly defined processes that enable fair and transparent access to services

**SERVICE MANAGEMENT** *Purpose:* Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support *Practice Requirement 1:* Each person receives quality services which are effectively and efficiently governed *Practice Requirement 2:* Each person receives quality services that are well managed and delivered by skilled staff with the right values, attitudes, goals and experience.

## Position Purpose

The role of the Disability Support Worker is provide support to clients that is flexible and individualised and to facilitate client involvement in daily activities and living skills programs across all services.

Inherent requirements and responsibilities	Performance Measures (what to do)	Key Performance Indicators (how it may be demonstrated)
<b>Actively support clients to realise their personal aspirations</b>	Provide individually tailored support to maximise dignity, personal growth and independence.	The client and family provide positive feedback about the service provided.
	Contribute to the ongoing development of a person-centered team.	The team operates in a person centred manner.
	Provide support to clients in their social and recreational life as a member of the community.	Clients become more active in the community.
	Respect and support client relationships.	Feedback from stakeholders indicates there is support for relationships.
	Make suggestions to improve service to clients and implement in consultation with the Team Coordinator and stakeholders.	Suggestions are made to improve service to clients and results are measured by client, colleague and Team Coordinator feedback and also by assessment through buddy shifts and supervision.
	Support the implementation of an Individual Plan (IP)	IP goals are implemented.
<b>Provide practical and physical support as needed</b>	Support individual health and hygiene needs of clients.	The standard of practical and physical support is measured by client, colleague and Team Coordinator feedback and also by assessment through buddy shifts.
	Support clients' abilities in their daily activities.	
	Give correct medication at the correct time.	Medication incidents are limited.
	Using a company vehicle, drive clients as required competently and carefully	There are no driving accidents.
	Maintain services to a safe and hygienic standard by cleaning and light gardening duties as required.	Feedback from the Team Coordinator, clients, families and stakeholders indicates satisfaction with the presentation of the service.
<b>Complete required administration, documentation, reporting and data entry</b>	Contribute to the team's administrative work to ensure it is completed in an accurate and timely manner.	Administration for the service is up to date and accurate.
	Check roster on Carelink+ at every shift.	Rosters are checked and roster procedures adhered to.
	Report any issues, concerns or suggestions to the Team Coordinator or other relevant staff through appropriate communication mediums, e.g. communication book, email.	Reporting of issues measured by Team Coordinator and colleague feedback.
	Be competent in Microsoft Word and Outlook and familiar with data entry.	Computer literacy is demonstrable and data entry is completed in a timely manner.

<b>Inherent requirements and responsibilities</b>	<b>Performance Measures (what to do)</b>	<b>Key Performance Indicators (how it may be demonstrated)</b>
<b>Comply with the Disability Inclusion Act</b>	Comply with requirements in regard to allegations of any reportable incidents as listed below: <ol style="list-style-type: none"> <li>1. Employee to client incidents of sexual assault, sexual misconduct, assault, fraud, ill-treatment or neglect</li> <li>2. Client to client incidents of sexual and physical assault (causing serious injury or involving the use of a weapon), or that forms a pattern of abuse</li> <li>3. Contravention of an AVO taken out to protect a person with disability</li> <li>4. Serious unexplained injury of a person with disability.</li> </ol>	Reporting is allegation based so reporting is mandatory in any situation which falls within the parameters of the Act. Reportable incidents are acted on immediately and the appropriate documentation is completed in compliance with the Act.
	Support the completion of an investigation.	There is evidence that documentation around the investigation is provided in a timely manner
	Support the implementation of a risk management strategy and ensure there is ongoing monitoring and/or suggestions made.	There is evidence that a risk management strategy is followed and there is ongoing monitoring of the situation.
<b>Be compliant with Work Health and Safety (WH&amp;S) and be responsible for ensuring standards are maintained.</b>	Demonstrate knowledge and understanding of WHS requirements.	Documentation is produced in a timely manner, e.g. incident report forms, hazard notification form.
	Take all reasonable action to protect Multitask assets from damage and or loss.	Compliance policy, procedures and safe working practices are adhered to.
<b>Continuous improvement</b>	Use various tools to improve performance, ability and skill base to support growth and development.	There is active participation in the supervision, quarterly planning and annual appraisal.
	Use initiative to seek organisational opportunities for departmental area growth.	There is active participation in relevant meetings, training activities etc. evidenced by calendar use.
	Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved organisational outcomes.	Relevant training is identified in buddy shifts, supervision and appraisal documentation and evidence it has been followed through.
	Demonstrate commitment to change management processes.	Organisational changes and sustainable environmental practice is supported.
	Support and implement projects to address service gaps	There is evidence through buddy shifts, supervision and meetings projects are implemented to enhance service delivery on request.
<b>Be compliant with codes, guidelines, policies, procedures &amp; Disability Service Standards</b>	Demonstrate knowledge and understanding of codes, guidelines, policies and procedures and Disability Services Standards as amended from time to time.	Codes, guidelines, policies, procedures and Disability Service Standards are adhered to at all times.
<b>Comply with Equal Opportunity and</b>	Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that	Interactions with clients, colleagues and stakeholders are undertaken in a courteous and sensitive manner.

<b>relevant legislation and support diversity.</b>	may be offensive, humiliating, uncomfortable for; or derogatory towards; clients, other staff or the community.	Cultural and linguistic diversity is taken into consideration.
		There is positive feedback from others regarding your interactions.
Other duties related to the role as requested by the Team Coordinator or Nominee.		

**Role Criteria**

**Qualifications**

- A current First Aid Certificate or willingness to obtain one before commencing employment.
- A current driver's licence and ability to drive an 11 seater bus.
- A reasonable level of physical fitness, health and resilience to fulfill the demands of the role.

**Professional skills and experience**

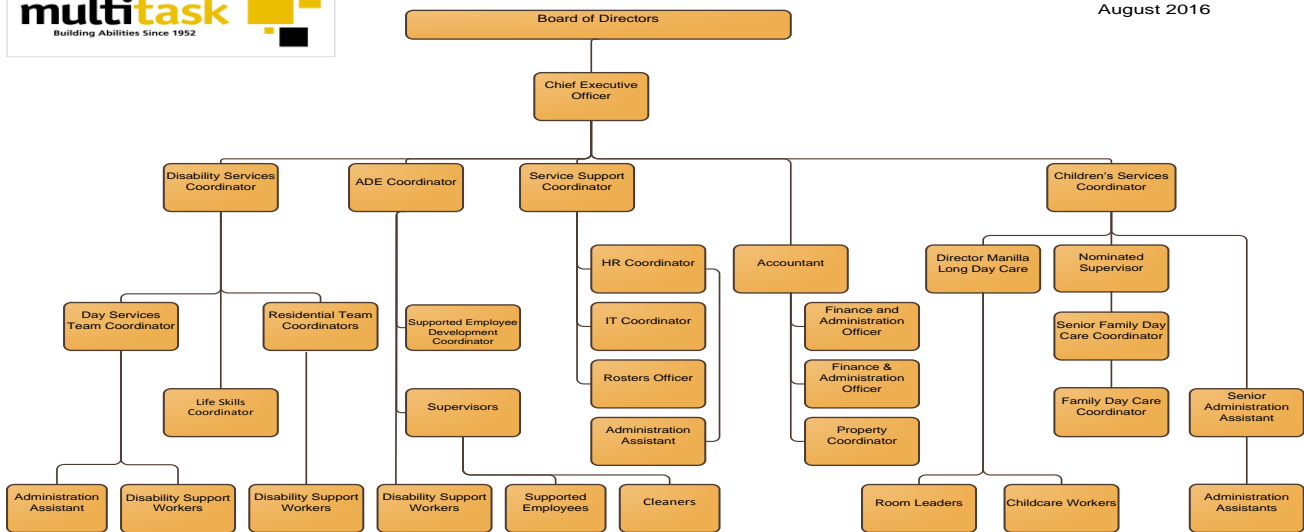
- Knowledge and ability to implement contemporary approaches such as person centered planning or active support.
- Thorough understanding and commitment to WH&S, Disability Standards and EEO principles.
- Computer literate: able to use MS Word, Outlook & be comfortable with data entry.

**Interpersonal skills and experience**

- Demonstrated capacity to collaborate as part of a diverse team and also work autonomously.
- Demonstrated ability to problem solve and use initiative.
- Strong communication skills and demonstrated flexibility in methods of communication, particularly active listening.



August 2016



**Variation to conditions of employment**

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment which form part of your letter of offer.

**Agreement**

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 (Please Print)