

**POSITION DESCRIPTION
DISABILITY SUPPORT WORKER**

BUSINESS UNIT: Community Connection

LOCATION: All Program Facilities

REPORTS TO: Co-ordinator

PRIMARY PURPOSE		
<p>The primary purpose of this role is to deliver relevant support, programs and/or workshops which focus on providing person-centred support; to provide individuals with personal support that will enable them to lead their life and participate in activities of their choice and ability. Support people to identify individual goals; and implement a range of activities consistent with departmental guidelines, NDIS and SkillsConnection policy and procedures.</p>		
REPORTING RELATIONSHIPS		
<p>Report to: Co-ordinators Peer to: Disability Support Worker(s) Business unit structure: as per SkillsConnection organisation chart</p>		
KEY RESULT AREA	ACCOUNTABILITY	KEY PERFORMANCE INDICATORS
OH&S	Ensure a safe working environment	<p>Contribute to safety performance by:</p> <ul style="list-style-type: none"> • Complying with all legal, regulatory and SkillsConnection responsibilities and procedures. • Actively participating in staff safety training sessions and staff meetings. • Reporting all OH&S issues in a timely manner.
Program delivery and client empowerment	Ensure consistent standard of work	<p>Ensure high quality service delivery by:</p> <ul style="list-style-type: none"> • Utilising effective work practices to optimise client choice and participation. • Ensuring compliance with all Department of Human Service Standards (DHSS) and associated legislation. • Completing and implementing person-centred plans for each individual client. • Completing and documenting individual and group risk assessments. • Delivering and maintaining high quality individual support programs and workshops. • Participate in the investigation and development of new program / workshop ideas. • Maintaining efficient communication in person, by telephone and in print at all times.
Teamwork	Work effectively as part of a group	<p>Contribute to teamwork by:</p> <ul style="list-style-type: none"> • Fulfilling all personal responsibilities in an appropriate and timely manner. • Working and collaborating across functional barriers. • Supporting the work and efforts of others. • Comply with and ensure all workplace behaviour and practices comply with SkillsConnection Code of Conduct
Quality	Maintain standards and promote improvement	<p>Contribute to the quality of organisational processes by:</p> <ul style="list-style-type: none"> • Applying SkillsConnection quality standards. • Seeking and acting on feedback on service provision. • Identifying and implementing opportunities for improvement. • Participating in group development activities.
Communication	Contribute and share information	<p>Contribute to productive communication by:</p> <ul style="list-style-type: none"> • Maintaining proactive and regular communication with managers and staff across the SkillsConnection team. • Maintaining appropriate contact with organisational clients, contractors and suppliers. • Establishing and maintaining networks with other support workers.

**POSITION DESCRIPTION
DISABILITY SUPPORT WORKER**

SKILLSCONNECTION CODE OF CONDUCT	
KEY BEHAVIOURS	KEY BEHAVIOURAL INDICATORS
We treat people with respect	<ul style="list-style-type: none"> • Maintaining a safe and fair work environment. • Treating everyone with respect, regardless of their role or individual differences. • Valuing our colleagues and their personal commitment to delivering quality outcomes. • Encouraging co-operation and personal development in all who work with us. • Understanding and responding to the needs of our clients and other stakeholders.
We are honest and transparent in all we do	<ul style="list-style-type: none"> • Being open and fair. • Refusing to participate in misleading or deceptive practices. • Avoiding conflicts between our work for SkillsConnection and our other interests. • Refusing any inducement for preferential treatment.
We are accountable for all our actions and their consequences	<ul style="list-style-type: none"> • Taking personal responsibility for what we do. • Setting a personal example of accountability and pro-actively assisting others to do the same.
We use our resources safely and responsibly	<ul style="list-style-type: none"> • Using SkillsConnection’s property and resources only as authorised. • Complying with safe operating procedures at all times. • Setting a personal example of safe behaviour and pro-actively assisting others to do the same. • Not disclosing confidential information without authorisation.
We abide by the law and act accordingly	<ul style="list-style-type: none"> • Ensuring compliance with law, custom and business practice wherever we operate, without compromising our code of conduct. • Reporting immediately any known breach of law, custom or business practice.
We recognise the diversity, capability and potential of our community	<ul style="list-style-type: none"> • Acknowledging individual needs and aspirations • Working to facilitate achievement of potential. • Providing an inclusive, non-discriminatory environment.

CORE TASKS
<p>With the support and direction of Co-ordinators ...</p> <ul style="list-style-type: none"> • Manual Handling: <ul style="list-style-type: none"> ○ Assist clients with personal hygiene. ○ Personal support to ensure clients’ participation within programs. ○ Participate and encourage clients to try new experiences. ○ Empower and support people in a dignified and least restrictive manner. • Program Development: <ul style="list-style-type: none"> ○ Consult, initiate, plan, develop and implement a variety of activities. ○ Be innovative in activities for programs, but at all times ensure risk assessment is completed and upheld. • Key worker responsibility: <ul style="list-style-type: none"> ○ Complete all documentation for integrated person centred planning (PCP) process. ○ Liaise with families and carers of key clients, after consultation with coordinator. ○ Ensure key client files are regularly updated. • Documentation: <ul style="list-style-type: none"> ○ Complete incident reports for DHHS and SkillsConnection. ○ Have input into the development of client individual and group risk assessment. ○ Complete daily program notes and behaviour management documentation. ○ Ensure communication books, diaries and log books completed. ○ Maintain client attendance records.

**POSITION DESCRIPTION
DISABILITY SUPPORT WORKER**

CORE TASKS
<ul style="list-style-type: none"> • Client support: <ul style="list-style-type: none"> ○ Have input into identifying individual needs and the development of client profiles and strategies for identified support requirements. ○ Ensure all support given reflects Department of Human Service Standards (DHSS) and associated legislation and charter of human rights and is capacity building and least restrictive. ○ Provide encouragement, support and opportunity for clients to participate within the community. • Mentoring: <ul style="list-style-type: none"> ○ Support and assist volunteers. ○ Support and assist students. ○ Support and assist peers. ○ Support the orientation of new staff.
POSITION PARAMETERS / SELECTION CRITERIA
KNOWLEDGE
<ul style="list-style-type: none"> • Demonstrated strong knowledge in person centred service delivery. • Demonstrated knowledge of OH&S legislation, requirements and procedures. • Sound understanding of confidentiality requirements. • Sound knowledge of Charter of Human Rights, Role of the officer of Professional Practitioner • Demonstrated strong knowledge and understanding of Department of Human Service Standards (DHSS) and all associated legislation. • Demonstrated knowledge and understanding of National Disability Insurance Scheme (NDIS) and National Disability Insurance Agency (NDIA) • Understanding of disability programs and program delivery. • Familiar with community and social issues related to disability and disability program delivery.
SKILLS
<ul style="list-style-type: none"> • Ability to empower clients and provide support to promote dignity and decision making. • Have the ability to encourage Clients to build on their individual skills and work towards their individual goals within their plans • Well-developed written, verbal and interpersonal skills. • Ability to interact with others easily and work as part of a team. • Sound time management skills. • Attention to detail and accuracy. • Basic computer skills.
EXPERIENCE
<ul style="list-style-type: none"> • Experience in a position engaged in personal support, disability programs and services delivery. • Working with, and within, disability service standards. • Working with quality improvement systems.
LICENCES & QUALIFICATIONS
<ul style="list-style-type: none"> • Current Certificate III or IV in Community Services – Disability or commitment to obtaining. • Current full Victorian driver’s licence essential. • Current level 2 First Aid essential.
OTHER
<ul style="list-style-type: none"> • Professional, independent and motivated. • Consultative, responsive and results-oriented. • Adaptable, flexible and intuitive. • Team focused and a team player. • Inclusive and welcoming of diversity. • Stress tolerant.