

VIVABILITY INC.

POSITION DESCRIPTION

Position Title: Disability Support Worker

Relevant Award: Social Community Home Care & Disability Services Award

Classification: Level 2 – Shift Work

Position Status: Casual

Terms of Employment:

Any offer of employment by Vivability, is subject to the satisfactory outcome of:

- Working with Children Check
- National Police Check
- A performance review at the end of each twelve month period
- A probationary period of three months (which is subject to a performance evaluation)
- The continuance of the position will be subject to ongoing funding of Vivability by Ageing Disability and Home care (ADHC) and from 1 July 2017 NDIS service agreements with clients.

Responsible to: Practice Leader (Accommodation Services)

Vision and Mission

The mission of Vivability is to provide high quality, flexible and relevant respite, recreation, community access and accommodation services to people with disability and their carers.

The organisation takes a philosophical position that people with disability have the same fundamental human rights as fellow citizens. This includes the right to be treated with dignity and respect in a manner that is non-discriminatory, the right to inclusion, participation and self determination.

The organisation is committed to provide professional services and support that is person centred and reflects the needs of individuals.

The position of Support Worker is integral in the achievement of both individual and organisational goals.

The position of Support Worker has a wide responsibility for delivering, enhancing and promoting the service provided by the organisation.

Primary Objectives of the Position

Support Workers in (accommodation setting) with Vivability provide high quality care and support to people with disability in their residential setting. Support workers provide a full range of support in relation to daily living and individual client needs (i.e.) physical, emotional, spiritual, cultural, recreational, vocational and financial to promote quality of life and overall health and well-being to the client. The recognition of the rights of people with a disability is demonstrated in their work on a daily basis.

Level of Decision Making and Authority

- Act within policy and procedure
- Act under direction of the Accommodation Manager

Key Specific Responsibilities

- To provide day to day support to people with disability in their accommodation setting and in the community
- To monitor individual needs and ensure clients are treated with dignity and respect at all times
- **To** record and implement instructions and information given by families, any other appropriate services or individuals, regarding a change to the person with disability and their support needs.
- **To** develop appropriate, supportive and professional relationships with clients and their families
- Work as part of a team, contributing positively to the organisation and its families
- Provide support with tasks of daily living including personal care, manual handling, behaviour support, the administration of medication and transportation
- To support individuals to build capacity in areas including self-care, self-management, decision making, self advocacy and having a say in how services are delivered
- Report to and liaise with the Practice Leader and/ or Accommodation Manager
- Work safely and comply with WHS requirements, including reporting hazards, accidents or incidents, immediately, to the appropriate senior staff
- Be responsible for keeping accommodation settings clean and tidy and encourage clients where appropriate, to take responsibility for their environment
- Attend staff meetings and training as required
- Take responsibility for Vivability equipment and client possessions
- To be aware of and adhere to, all Vivability Policies and Procedures
- To follow, contribute and work in a culture committed to continuous improvement
- To ensure that supports are provided in accordance with the National Disability Standards and other relevant legislation and are active in advocating for the rights of people with a disability

Reporting Relationships

This position's supervisor	Practice Leader
Other positions reporting to these supervisors	Nil
Positions reporting to Support Workers	Nil

Key Result Area 1: Professional Support & Service Delivery	
Key Accountabilities	Performance Indicators
<ul style="list-style-type: none"> ➤ Provide a full range of support in relation to daily living and individual client needs, (i.e.) physical, emotional, spiritual, cultural, recreational, vocational & financial of persons with a disability promote quality of life and overall health and well-being to the client. ➤ Contribute to and deliver programs that build the capacity of clients new skills, provide opportunities to maintain and enhance skills and increase capacity for independence ➤ Support clients to achieve individual goals and pursue interests and aspirations. 	<ul style="list-style-type: none"> ➤ Support worker service delivery is in line with Vivability policy and procedure and legislative requirements ➤ Clients support plans are implemented and goals are achieved ➤ Clients have an enhanced capacity and increased opportunity to access the

<ul style="list-style-type: none"> ➤ Provide support to clients who require assistance with daily living tasks (i.e.) personal care & medication administration ➤ Performance of duties is in line with Vivability's Policy and Procedures that promote person centred principles and the rights of the individual. ➤ Support the development, implementation and monitoring of each client's Person Centred Plan. ➤ Ensure all clients are treated with respect and dignity at all times. ➤ Provide culturally relevant and respectful service delivery ➤ Respect the privacy & confidentiality of clients in accordance with legislative requirements and Vivability Policies and Procedures, during and beyond the period of employment ➤ Ensure that Vivability complaint management procedures are adopted and followed ➤ Ensure that service activities reflect Vivability values in terms of client care ➤ Ensure that clients are enabled to engage in meaningful everyday activities of their choice, with the amount of support they need. ➤ Be engaged with and support a person centred approach to care ➤ Assist Vivability in creating and promoting industry best practice through continuous improvement ➤ Abide by and promote Vivability standards in line with the Code of Conduct, policies and procedures and Disability Service Standards. ➤ Contribute to a work environment that promotes an integrated team approach to providing high quality care ➤ Demonstrate adaptability within the workplace ➤ Work with all interested parties to ensure maximum client benefits ➤ Foster self determination and self advocacy in clients. 	<p>community and participate in activities of their choice.</p> <ul style="list-style-type: none"> ➤ Clients care needs are satisfied to a high level ➤ Care services are delivered with a professional approach that promotes client dignity, respect and independence at all times. ➤ Clients are valued ➤ Cultural differences and needs are addressed ➤ Person centred planning is evident and regularly practiced ➤ Complaints are managed in accordance to Vivability complaint management system ➤ Clients are supported to maintain social relationships ➤ Active participation in team and organisational activities ➤ Best practice improvement is evidenced in daily activities ➤ Actively engaged with the development, implementation and review of Person Centred Plan. ➤ Support is provided in line with principles of Active Support.
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Key Result Area 2: Communication	
Key Accountabilities	Performance Indicators
<ul style="list-style-type: none"> ➤ Demonstrated high degree of oral and written communication skills ➤ Communicate with immediate supervisor in timely manner ➤ Communicate with relevant stakeholders and actively engage with parents, advocates and guardians to encourage and promote best practice in client care ➤ Engage with and use a range of communication strategies to develop and foster client's decision making process and promote self determination. 	<ul style="list-style-type: none"> ➤ Regular communication to Practice Leader and Accommodation Manager within the workplace ➤ Attendance at Staff meetings ➤ Evidence of file notes and communication notes on any external or internal communications.

<ul style="list-style-type: none"> ➤ Implement client communication systems where relevant 	<ul style="list-style-type: none"> ➤ Effective communication with other team members. ➤ Immediate client care and interaction ➤ Regular feedback to Supervisor or Coordinator on client concerns or issues. ➤ Communication with clients is effective
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Key Result Area 3: Record Management/Financial	
Key Accountabilities	Performance Indicators
<ul style="list-style-type: none"> ➤ Ability to maintain confidentiality in terms of the affairs of Vivability, clients, agents and personnel. Any and all confidentiality agreements remain in force during the period of employment ➤ Ability to complete comprehensive, strength based and respectful client notes within stated time frames ➤ Complete all Vivability documentation required for client care as per policy and procedures ➤ Report all incidents in line with requirements ➤ Ability to maintain accurate records ➤ Ability to identify workplace risks to minimise harm to clients and staff ➤ Ability to adhere to all Vivability finance policies and procedures ➤ Ability to operate within budgetary constraints and make appropriate financial decisions for position 	<ul style="list-style-type: none"> ➤ Delivery of client services are provided in line with Vivability policy and procedures, legislative requirements and promote a best practice model ➤ Adhere to Vivability administration procedures ➤ Confidentiality is maintained ➤ Client records, Vivability data bases and files are up to date and complete documentation and file notes promptly ➤ Adherence to all finance procedures, including appropriate receipts on all expenditure are provided in timely manner ➤ Adherence to Vivability finance related policy and procedures ➤ Evidence of conducting financial expenditure as appropriate for position

Key Result Area 4: Staff Personal Development	
Key Accountabilities	Performance Indicators
<ul style="list-style-type: none"> ➤ Participation in staff development days ➤ Participation in Vivability performance management scheme ➤ Participation in workplace specific training days and staff meetings ➤ Participation in support and supervision ➤ Ability to identify personal goals and educational requirements ➤ Prepared to undertake certificate 3 and 4 in disability support. 	<ul style="list-style-type: none"> ➤ Attendance at all staff development days ➤ Performance management reviews undertaken and completed ➤ Attendance at all staff meetings ➤ Development of personal goals ➤ Progress towards formal qualification in relevant discipline.

Key Result Area 5: Conduct	
Key Accountabilities	Performance Indicators
<ul style="list-style-type: none"> ➤ Adhere to Vivability Code of Conduct ➤ Promote and maintain a high level of confidentiality in relation to client care and Vivability activities ➤ Promote and maintain a high degree of client dignity ➤ Continual development of best practice through review of daily activities 	<ul style="list-style-type: none"> ➤ Evidence of adherence to Code of Conduct ➤ Ensure all file notes and communication is conducted in confidential manner with internal and external parties ➤ Regular review of practices to maintain a high level of services.

Key Result Area 6: Work Health and Safety	
Key Accountabilities	Performance Indicators
<ul style="list-style-type: none"> ➤ Ability to take responsibility for workplace safety ➤ Ability to follow Vivability policy and procedure in relation to WH&S issues ➤ Ability to identify risks/hazards in the work place and follow Vivability reporting procedures ➤ Participate in WHS consultations as required ➤ Attend training and information sessions as required relevant to WH&S, policy and procedures ➤ Follow all safe work practices as Vivability directs 	<ul style="list-style-type: none"> ➤ Compliance with Vivability policy and procedures ➤ Acts as a role model for WHS awareness and promotes a safe working environment ➤ Understands and actively participates in consultation processes ➤ Risks and hazards are identified, managed and reported

	<ul style="list-style-type: none"> ➤ All injuries and illnesses are reported as required by specified time frames ➤ Participates in all emergency and evacuation drill training as directed
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Key Result Area 7: Unit Management	
Key Accountabilities	Performance Indicators
<ul style="list-style-type: none"> ➤ Ability to perform daily routine tasks of meal preparation, cleaning, washing, basic property maintenance, purchasing and financial management to support the efficient running of the household whilst actively engaging with and promoting client involvement and independence ➤ Assist in the preparation of healthy meal plans ➤ Ability to abide by Vivability financial policy and procedures in terms of petty cash, eftpos cards and vehicles ➤ Ability to assist with staff orientation so as new staff acquire the ability to provide a high level of client care ➤ Ability to be a valuable team member to ensure that service delivery is of the highest standard and exceeds industry best practice 	<ul style="list-style-type: none"> ➤ Tasks completed to Vivability standard of best practice ➤ Financial aspects accountable and in line with Vivability Policy and procedures ➤ Evidence of involvement in meal planning and health choices with clients ➤ Promotion of client involvement in all aspects ➤ Evidence of assisting with staff orientation as required ➤ Evidence of providing high level of care and participating with all client activities

SELECTION CRITERIA

Essential Criteria

1. Demonstrated experience in providing services to people with disability
2. Support clients develop skills associated with daily living to increase a sense of self determination.
3. Ability to provide personal care
4. Ability to follow and implement individual plans
5. Ability to apply conditions and recommendations of Behaviour Support Plans
6. Ability to work independently and unsupervised whilst contributing to a cohesive team approach for the care of clients.
7. Show initiative in all areas

8. Be physically able to carry out the duties of the position including manual handling requirements including lifting and carrying equipment, be able to use slings and hoists in assisting with the transfer and repositioning of clients and be able to use both manual and electric wheelchairs.
9. Ability to undertake shift work including overnight and weekends
10. Appropriate level of written communication skills relevant to the position
11. High level communication and interpersonal skills
12. An awareness and understanding of Vivability policy and procedure relevant to the position
13. A commitment to work place safety
14. A commitment to ongoing professional development and training
15. Current Drivers Licence
16. Current First Aid Certificate
17. Willingness to undertake a Cert 1V in Disability work within 12 months of employment

I have reviewed the terms of the job description and accept the position roles and responsibilities in accordance with the conditions and agreement of employment.

Name: _____ Signature _____ Date: _____