

# Position Description

<b>Position Title:</b>	Disability Support Worker – Level 4	<b>Division:</b>	Residential and Respite Support Services (RRSS)
<b>Position Reports to:</b>	Service Manager	<b>Direct Reports:</b>	Nil
<b>Classification</b>	Health Services Union and Yooralla Collective Agreement 2006	<b>Band</b>	RSA 4
<b>Approved by:</b>	Executive Director - RRSS	<b>Date approved</b>	February 2018

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## Primary Position Objective:

The role of the Level 4 Disability Support Worker is to provide guidance and support and model best practice to a team of direct support workers. The Level 4 Disability Support Worker will actively demonstrate the provision of person centred support, identify and influence change, and be confident to have courageous conversations when required, to ensure a quality service delivery for customers.

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## Organisational Overview

Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people with a disability. Yooralla employs over 2000 employees who provide services to people with disability across Victoria.

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### Vision

A world where people with disability are equal citizens

### Mission

To provide quality, sustainable and flexible services that uphold human rights and create opportunities, empowering individuals to live the life they choose

### Values

**Customer Focused** in our service, creative in our solutions  
**Courageous** in speaking up, determined in facing challenges  
**Authentic** in our relationships, honest in our conduct  
**Accountable** in our work, responsible for our actions  
**Respectful** of choices, embracing of diversity  
**Passionate** about our work, driven by our vision

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## Organisational Accountabilities (applicable to all employees)

### Positive Working Relationships

- Demonstrated ability to work as part of, and contribute to, a person centred team.
- Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes.
- Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer.

### Customer Safeguards and Wellbeing

Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.

In providing quality services, Yooralla staff must comply with

- the Disability Service Standards
- Victorian Charter of Human Rights and Responsibilities Act 2006
- the Principles and Objectives of the Disability Act 2006
- the United Nations Convention of the Rights of Persons with Disabilities 2006
- the Child Safety Standards

### Cultural and Linguistic Diversity

Undertake all interactions with customers and co-workers in a culturally sensitive manner.

### Occupational Health and Safety

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:

- Work in a manner that considers the health and safety of self and others
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances
- Ensure that all work areas are maintained in a safe condition
- Complete site induction
- Identify, report and record all safety hazards, incidents and injuries
- Participate in OHS training programs
- Participate in OHS consultation and communication meetings
- Wear and maintain personal

### Quality Assurance and Continuous Improvement

- Attend meetings, workshops, conferences and training as required.
- Become familiar with and follow Yooralla's policies, procedures and management instructions.
- Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.
- Strive for and promote a continuous quality improvement culture in the quality system and work practices, and offer strategic advice to improve customer relations.

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protective equipment and clothing correctly

## Decision Making Authority:

Please refer to the delegation schedule available on the Yooralla Intranet <http://intranet.yooralla.com.au>

## Position Specific Responsibilities

### Key Result Area

#### Leadership/Coaching

### Key tasks

- Model best practice:
  - Providing positive active support to customers
  - Understanding and implementing Yooralla policies and procedures
  - Working as part of the service support team in a customer focused and inclusive manner that encourages difference and diversity
- Coaching new staff on shift to deliver support that meets the needs of customers
- Assisting other team members to understand and perform the core responsibilities of their positions.
- Assist in the development of annual goals and objectives for the service and customers
- Assist in creating and maintaining links with the local community
- Participate in formal supervision with the relevant Service Manager
- Model the core values and behaviours identified by the organisation when at work.
- Provide opportunities for reporting staff to learn the tasks of a Level 4.
- Ensure effective communication systems within the residence.
- Participate in team meetings.

#### Actively support customers to realise their personal aspirations

Working within a model of person centred active support, support each customer to identify and achieve the lifestyle they want within their own community by:

- Encouraging and working with customers to pursue their own individual interests, hobbies and friendships, and to exercise choice, initiative and self-expression as documented in their person centred plan.

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	<ul style="list-style-type: none"><li>• Developing, promoting and maintaining an environment which promotes person directed decision making and contributes to personal growth, through the development and implementation of their person centred plan and their Customer Support Plan (CSP)</li><li>• Ensuring that customers are at all times accorded privacy, dignity, confidentiality and the opportunities for decision and choice making.</li><li>• Enabling customers to participate and be involved in the life of their community</li><li>• Maintaining effective relationships and links with the local community to maximise opportunities for the residents</li><li>• Providing enough support, as identified in the CSP, that will enable the person to participate successfully in meaningful activities and relationships, gain more control, become more included and independent, irrespective of the degree of disability or the presence of other impacting factors.</li></ul>
<p><b>Provide required supports (physical, psychological and emotional)</b></p>	<p>Providing support to a person with a disability as a means of maximizing personal independence within the community. Indicative tasks may include providing assistance with:</p> <ul style="list-style-type: none"><li>• Transferring/hoisting (within given safety parameters)</li><li>• Grooming/dressing</li><li>• Meal preparation</li><li>• Meal assistance</li><li>• Medication administration</li><li>• General health support</li><li>• Toileting</li><li>• Accessing exercise/recreational activities and transport services, including public transport and taxis</li><li>• Personal administration and appointments</li><li>• Complex health support such as gastrostomy feeding and bowel care.</li></ul> <p><b>Note:</b> complex health support tasks can only be undertaken where appropriate training and competency assessment has been provided to individual staff and where procedures have been fully assessed as being suitable for a disability support worker to perform.</p> <p>Undertaking associated duties as directed, depending on the service, which may include:</p> <ul style="list-style-type: none"><li>• Transporting customers to and from their residence and/or to and from their various program activities and/or venues using agency commuter vehicles as required and ensuring that associated equipment is correctly</li></ul>

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	<p>utilised</p> <ul style="list-style-type: none"> <li>• Working with customers to ensure that housekeeping duties are undertaken</li> <li>• Supporting customers to functionally use appropriate physical and communication aids and other types of equipment in their homes and/or community settings</li> <li>• Participating in relevant customer and/or program evaluation processes.</li> </ul>	
<p><b>Complete required administrative, documentation and reporting</b></p>	<ul style="list-style-type: none"> <li>• Participate in the development of customer focussed documentation including Person Centred Plans, Customer Support Plans, Behaviour Support Plans and Skill Development Programs</li> <li>• Follow shift handover procedures</li> <li>• Ensure customer records are accurately maintained</li> <li>• Report incidents, injuries, near misses and hazards</li> <li>• Assist Service Manager with rostering and other tasks as required (noting that this is a rostered position and tasks must be able to be performed within the rostered hours).</li> </ul>	<p>10%</p>

## Selection Criteria

### Mandatory Requirements

Current National Police Record Check  
 International Police Check (if required)  
 Not listed on Disability Worker Exclusion Scheme register  
 Current driver's licence to drive in Australia (if required)  
 A current HLTFA301B Apply First Aid Certification  
 A current Victorian Working with Children Assessment Notice (may be required as per legislation)  
 Preparedness to undertake a medical assessment to determine fitness to undertake the duties of the position  
 Preparedness to undertake a psychometric assessment to assess suitability for employment  
 Requirement to use own smartphone or tablet device for receiving shifts and customer confirmation of attendance

### Qualifications

Certificate IV Community Services (Disability) or other equivalent qualifications (preferred).

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<b>Professional Experience</b>	Appropriate experience in working with people with intellectual, physical, multiple disabilities or acquired brain injury (ABI) or the maturity and life experience that would enable you to gain appropriate skills and experience
<b>Key Knowledge Areas</b>	<ul style="list-style-type: none"><li>• Disability Act 2006</li><li>• Disability State Plan Vic 2013 - 2016</li><li>• National Disability Insurance Scheme</li><li>• Victorian Charter of Human Rights and Responsibilities</li><li>• Person Centred Thinking and Practice</li></ul>
<b>Personal Skills and Attributes</b>	<ul style="list-style-type: none"><li>• A current Driver's Licence issued by an Australian state or territory</li><li>• Ability and commitment to deliver services to people with a disability in line with the guiding principles and standards of the State Disability Plan 2013 – 2016</li><li>• Ability to initiate and maintain contacts with a broad range of people and community organisations to ensure customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer</li><li>• Awareness of and ability to implement contemporary approaches to the rights and support needs of people with disabilities</li><li>• Ability to provide support to people with disabilities in areas such as personal care, health and well-being, accessing the local community, learning independent living skills and by assisting to develop and implement person centred plans</li> <li>• Demonstrated ability to work as part of, and contribute to, team development</li><li>• Capacity to respond to direction and yet use initiative where appropriate</li><li>• Effective language and literacy skills and a demonstrated capacity to maintain accurate and legible records</li><li>• A willingness and ability to follow organisational policies and procedures in the course of work</li></ul>