

Department of Health & Human Services

Position description

Advanced Disability Support Worker

The Advanced Disability Support Worker role involves supporting people with a disability living in group homes, other residential services or the community. This support encourages a person's participation and choice, enabling involvement at home and with the community irrespective of their ability.

The Advanced Disability Support Worker role is a leadership role which supports the House Supervisor and team of staff in the day to day running of the group home.

Are you:

- Energetic and enjoy working in complex environments?
- Interested in a rewarding career where you can make a difference and where there are opportunities for advancement?
- Excited about supporting people with disabilities in their home and in the community?

Title	Advanced Disability Support Worker
Classification	DDSO2A
Position reports to	Operations Manager

Organisational environment

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

- We are respectful
- We have integrity
- We collaborate
- We care for people, families and communities
- We are accountable
- We are innovative

Division

Service Design and Operations

Service Design and Operations is responsible for the design and delivery of services and improved client outcomes across the department's divisions, regions and areas. It oversees the translation of policy into operational service delivery.

The four divisions across the state provide strategic oversight and coordination for the areas and regions within them. The divisions provide corporate and administrative services and oversee service implementation, quality and performance and also play a critical role in emergency management and in dealing with the department's regulatory obligations where community safety is at risk.

The four divisions, led by the Deputy Secretary, and reporting into Service Design and Operations is responsible for service delivery, performance and quality improvements across the geographic area of Victoria. The Division develops and fosters strategic partnerships with the communities it serves and with external service providers, local businesses and other government agencies to ensure that local issues are understood, prioritised and addressed.

The key business functions of the Division include area based service delivery, divisional corporate services and client outcomes and service improvement.

Area

Areas are responsible for providing integrated departmental services to achieve positive client outcomes at a local level. They drive a holistic approach to meeting client need, an approach that is strongly supported by a client-centric culture. Areas develop and foster strategic partnerships with the communities they serve and with external service providers, local businesses and other government agencies to ensure that local issues are understood, prioritised and addressed

Role of unit

Within each area, Residential Client Services Units provide a range of services and support to meet the needs of clients in a residential setting in a holistic, integrated manner.

Two teams are responsible for services delivered out of the Residential Client Services Unit: Tenancy and Property Team and Disability Accommodation Services Team.

The Disability Accommodation Services Team:

- provides high quality community-based shared accommodation and support for people with a disability using contemporary principles of person-centred planning
- helps people with a disability achieve their personal goals and aspirations.
- supports clients' active participation within local communities
- fosters strong relationships with other elements of the disability support system.

Purpose and accountability

Purpose

Advanced Disability Support Workers provide support and information for people with disabilities, across their lifecycle and in all domains of life, to enable access to a quality life with dignity, respect and social inclusion in the least restrictive environment. Support workers at this level work in group homes, respite, residential facilities and the community providing outreach services and in service support roles including intake/response and case management.

Accountabilities

Operating at DDSO-2A level, you will:

1. Provide practice support and supervision to other team members.
2. Directly support people with disabilities, within their home and community, to participate in a range of life areas (including social, recreational and daily living activities) based on the goals of individual support plans.
3. Advocate for people with a disability to improve client outcomes.
4. Record client data, report observations and ensure client records are up to date.
5. Contribute to the development and maintenance of support plans.
6. Administer medication treatments and therapies or seek appropriate medical assistance according to prescribed protocols.
7. Conduct interviews with people living with a disability, and their family, to ascertain client goals and use this alongside an analysis of individual history and circumstances to identify appropriate support and activity (under professional supervision).
8. Develop and maintain client support plans (including health specific or positive behaviour plans for people with complex needs).
9. Provide information, advice and referral, where required, to crisis intervention services for people with a disability, their families, carers and/or service providers.
10. Manage a caseload that comprises people with a disability, their families and carers who present with a variety of known and predictable needs (under professional supervision).
11. Develop, implement, monitor and review client support plans (under professional supervision).
12. Accurately prepare reports, proposals and complete case notes within area of responsibility.
13. Provide information for service administration and reports and ensure records (such as accounts) are accurate and up to date.
14. Contribute to staff team planning, service functioning and planning, work process improvements, day to day administration.
15. Convey information, to clients and their families, and other people in the lives of clients.
16. Identify areas of improvement regarding client need and house matters.
17. Develop options for improving work processes and raise with supervisor.

18. Coordinate and negotiate with family members, health services, activity providers, and other community services to help meet daily client needs and/or to plan support for future client requirements.
19. Model best practice and support colleagues and, where applicable, community-based direct support staff to understand policies and practice standards in managing complex clients.
20. Use initiative to identify areas of service improvement relating to client needs.
21. Liaise with a range of external agencies including: police, court and justice system.
22. Work, with access to supervision, in a range of organisational relationships as a senior member of a direct support team in a service with more complex support requirements.
23. Exercise discretion in decisions under general guidance from a supervisor and within specified policies and standards and be professionally accountable for these decisions.
24. Interpret established protocols and procedures to inform decision making.
25. Identify risks to clients, colleagues, community and self and intervene to minimise risks that might compromise health, safety and wellbeing.
26. Under general direction, undertake more complex direct care functions or contribute to the design and implementation of a range of plans where appropriate.
27. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
28. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
29. Demonstrate how the actions and outcomes of this role and work unit impact clients and the department's ability to deliver, or facilitate the delivery of, effective support and services. Selection criteria

Knowledge and skills

1. Interpersonal skills: sees things from other's point of view and confirms understanding; expresses own views in a constructive and diplomatic way; reflects on how own emotions impact on others.
2. Advanced computer skills: uses a wide range of software applications such as word processing and spreadsheets; assists others with problem-solving on word processing and related applications.
3. Stakeholder management: responds to clients' needs; keeps the client or stakeholder up-to-date with issues and developments; promptly follows through on inquiries, requests and complaints; takes responsibility for correcting problems promptly and without becoming defensive.
4. Self-management: accepts responsibilities for own actions; focuses on the most important goals; has a realistic and balanced view of own strengths and weaknesses; recognises own feelings and personal prejudices and understands why they occur

Personal qualities

5. Integrity: committed to the public interest; operates in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals fairly.
6. Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.
7. Initiative and accountability: proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions.

8. Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.

Safety Screening

- All applicants are subject to a National Police History Check.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration and Border Protection website: www.immi.gov.au search under 'Character and Police Certificate Requirements – How do I obtain a police certificate?'
- Safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme Unit (DWESU). The DWEL includes names of persons unsuitable for employment as a disability support worker in a disability residential service provided, funded or registered by the Department of Human Services.

Qualifications

- Positions at the DDSO-2A level require an Advanced Diploma Disability Work, Bachelor of Applied Science (Disability), registered or eligibility to be registered as a Mental Retardation Nurse or other qualification recognised within departmental guidelines as being equivalent.
- A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.
- A level 2 First Aid Certificate is required.
- A full driver's licence may be required.

Specialist expertise

- Competencies in areas of complex behaviour management or high/complex medical needs should be demonstrated. Areas of specialisation may include mental health (dual disability), aged care and youth/adolescent issues and behaviour intervention.
- Knowledge and competencies commensurate with at least two years of work experience in disability support or a related field will be required, including:
 - a contemporary understanding of disability and an ability to apply theoretical knowledge and experience to support people with disabilities
 - knowledge of complex conditions that impact on disability and the ability to remain up to date with related developments.
- A thorough knowledge of the *Disability Act 2006*, modern trends in service provision to people with a disability and the implications for service delivery would be expected.