

Position Description

Disability Support Worker -Residential Services



Position Description

DATE: 08/12/2020
POSITION TITLE: Disability Support Worker – Residential Services (F/T, P/T & Casual)
REPORTS TO: Changing Tracks Director
DIRECT REPORTS: N/A
AWARD: Social, Community, Home Care and Disability Services Industry Award (SCHCADS)
CLASIFICATION: The position fits within Award Classification 2.1 to level 4.4
OVERVIEW: Changing Tracks is a small business operated by a team who are passionate about enabling all people to access and enjoy their local community and to explore new horizons. We strive to provide a range of high-quality support services, tailored to meet the preferences and needs of our participants, their families and carers. Our residential service enables people to live in their own home with maximum choice and control over their own lives.
LOCATION: Residential Service - Armstrong Creek. Participants will also access the community, either in the local area or further away with support from residential services staff.

Our Vision

Embracing opportunities for a connected, happy, healthy life

Our Mission

To provide a quality service that supports people with disabilities to connect and thrive within their communities, with a focus on health and well-being.

Our Values

The core values by which we operate are:

- Respect
- Empowerment
- Challenge
- Inclusion
- Determination
- Honesty

Purpose of this position & overview

- Disability Support Workers -Residential Services (DSW-R) provide individualised support to residents in their own home and in the wider community.
- DSW-R will work under general guidance and operate within established routines, methods and procedures to enable residents to live as independently as possible in their own homes.
- DSW-R will work alongside all other Changing Tracks staff to develop and review support plans for the resident.
- Supports encompass all aspects of the participants lives. This includes.
 - assistance to live in their own home as independently as possible
 - maximising the participants choice & control of their own lives. Enabling the participant to be actively involved in decision making.

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- monitoring each person's health & wellbeing
- assisting with recreation pursuits and community access.
- Flexibility is necessary. Sleepovers, weekends & out of hours work is required.
- DSW-R are required to work with participants in ratios ranging from 1:1 to 1:2.
- DSW-R will provide tailored supports that meet the needs of each individual.
- DSW-R will assist in the development of programs that are designed to enable people with disabilities to have choice and control over their supports and to meet their goals.
- This position requires a person who is active, adaptable, enthusiastic, a good communicator and passionate about enabling people to reach their goals.

Key working relationships

INTERNAL	EXTERNAL
Director	People seeking support services
Senior Staff	Other Disability Support Services
Participants and their families or representatives	Families, friends & carers
Changing Tracks volunteers	Members of the public
Other Changing Tracks DSW-R and DSW's	External program facilitators

Key Result Areas

1. **Participants**
2. **Support Plan development**
3. **Community Liaison**
4. **Administration**
5. **Occupational Health & Safety**
6. **People & Culture**

This position description contains the key tasks and associated performance indicators for this position. The list of Key Result Areas is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the residents and the organisation.

1. Participants /Residents	
Key tasks	Performance measures
<ul style="list-style-type: none"> • Work with participants to identify new and creative ways to support them to actively pursue their goals to live independently, engage with the community and develop their interests • Develop and implement strategies with clients and their support networks that consider their individual needs and goals and increase their level of independence. • Participate in the development and review of each resident's support plans. • Review participant goals and measure individual progress. • Monitor & record each participants progress towards goals. • Ensure the dignity of each resident is upheld 	<ul style="list-style-type: none"> • Positive feedback received from participants, their families, or other representatives • Participant goal attainment • Documented goals and strategies recorded in participants files • Documented participant outcomes • Participant satisfaction levels are high • Participant needs are met, and the dignity of participants is maintained.

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<ul style="list-style-type: none"> • Respect the diversity of individuals. • Enable residents to be actively involved in decision making. • Deliver services aligned with the Charter of Human Rights and Responsibilities Act 2006 • Maintain the residents' and organisation's confidentiality at all times. • Provide behaviour support as required • Actively engage with the people being supported. This may include but is not limited to household tasks, community activities, physical exercise, catching public transport. 	
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2. Support Plan development	
Key tasks	Performance measures
<ul style="list-style-type: none"> • In association with the residents, their families, the Team Leader and other DSW-R staff, assist in the development and implementation of resident care plans. • Provide a wide range of direct care assistance with all aspects of daily living including personal care, household tasks and interaction with the community. • Assist with the planning, cooking or preparation of all meals. • Assist and provide personal care supports. • Administer and monitor prescribed medication in line with organisational policies and procedures. • Provide transport for residents as required. • Monitor each resident's health & wellbeing and report changes. • Plan and develop community-based activities that meet the identified needs and program requirements of service users and their families/carers. • Review existing and new support plan goals to ensure they meet the needs of the participant. • Deliver interesting and stimulating programs. • Assist with the development of program timetables for all residents • Research new program options and improvements to service delivery for participants • Collaborate with, support and provide training to fellow team members (staff, volunteers and students) to ensure new support plans are appropriately implemented. 	<ul style="list-style-type: none"> • Provision of appropriate supports at all times. • The house is kept clean, safe, and secured. • Support plans and activity programs are planned and appropriate to each participant's needs • High level of satisfaction from participants, and their families regarding quality of programs • Implementation of new programs to the Directors satisfaction • Adhere to all standards of personal care, transport and manual handling. • Development of accurate and timely support plans. • Provision of suggestions & information to help improve & deliver services • Director or Senior Staff approval

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3. Community Liaison	
Key tasks	Performance measures
<ul style="list-style-type: none"> • Develop and maintain good communication and working relationships with other service providers, community-based organisations and government agencies. • As required, seek out new support options for the participants such as service providers, community groups or community organisations. • As required, represent and promote Changing Tracks within the community and at network meetings 	<ul style="list-style-type: none"> • Positive feedback from other service providers, community-based organisations and government agencies • Opportunities identified in the community • New programmes and partnerships developed to meet participant needs • Attendance at network meetings and promotion of organisation

4. Administration	
Key tasks	Performance measures
<ul style="list-style-type: none"> • Use Changing Tracks IT system to keep participant files up to date and to keep informed about organisational information • Complete and update participant records as required • Ensure program costings and services are within the allocated budget • Maintain accurate financial records including the collection of receipts where staff are required to have direct involvement in handling residents' or household funds. • Ensure that all services meet the required standards and guidelines. • Provide reports on community locations and participant needs as required • Assist with the development of new service and program opportunities • Participate in staff meetings, training and supervision as required. • Upload approved organisational information on social media sites -Facebook, website etc. • As directed, conduct internal audits of participant files • Complete progress & case notes on participant files as required • Complete attendance sheets, incident, accident and hazard reports, risk assessments and other records and documentation as required. • Provide reports to the Director in the event of critical incidents. • Complete payroll related administration accurately & in a timely manner. 	<ul style="list-style-type: none"> • Operate within the Changing Tracks financial guidelines • No errors in funds or monies handled • Reports are timely and accurate • Information provided is accurate and timely • Participant Support Plans are of a high standard and distributed on time • Participant files are up to date with required case notes and progress notes • Documented outcomes • Operate within the Changing Tracks social media guidelines

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5. Occupational Health & Safety	
Key tasks	Performance measures
<ul style="list-style-type: none"> • Identify and report hazards in the workplace • Meet OH&S responsibilities • Exercise duty of care according to agency policy 	<ul style="list-style-type: none"> • No accidents in the workplace as a result of poorly maintained equipment, appliances or furniture • No accidents in the workplace as a result of unsafe work practices

6. People & Culture	
Key tasks	Performance measures
<ul style="list-style-type: none"> • Maintain effective communication within the team. • Ensure familiarity, understanding and abide by Changing Tracks Policies and Procedures • Contribute towards policy development as required • Abide by the Changing Tracks and NDIS Quality & Safeguards Code of Conduct • Complete an annual Employee Performance Appraisal (EPA) and Development Plan (DP) in collaboration with the Director • Attend scheduled supervision sessions with the Director • Ensure that any participant or staff issues or incidents that arise are immediately reported to the Director and that reporting mechanisms have been followed • Maintain confidentiality in line with organisational policy and relevant legislation. • Take responsibility for personal career development and training • Develop and maintain effective relationships with key stakeholders • Champion the values and principles of Changing Tracks within all aspects of our work • Become familiar with all programs delivered within the broader community • Liaise with other Changing Tracks staff in order to achieve maximum benefit from resources with the organisation. • Staff will not commit Changing Tracks to any obligations beyond the scope of their duties • All staff must have an operating phone with them while working for Changing Tracks. 	<ul style="list-style-type: none"> • Confident use of Changing Tracks IT operating system to locate policies and procedures. • Policies and procedures are reviewed on a regular basis with contributions from all staff. • The National Disability Service Standards are adhered to at all times. • Staff have an EPA in place • All participant and staff related issues are reported to the Director immediately • There are no breaches of Changing Tracks Policies and Procedures by staff

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Authority levels

- This position is answerable to the Team Leader Residential Services & Changing Tracks Director and must operate within the authority levels as set by the organisation
- DSW-R are free to act within established work practices and respond to participant requests when there is full confidence the DSW-R has all the required information to make an informed decision.
- DSW-R are expected to make day to day decisions in completing the duties and responsibilities of the position. This includes identifying, assessing, and seeking solutions to issues or problems that may arise from time to time.

Competency Profile

- Well-developed verbal and written communication skills, including basic report writing.
- High level interpersonal skills and liaison skills
- High level of computer literacy
- Effective time management and organisational skills
- Demonstrated ability to plan, develop and implement programs for people with disabilities
- Positive and contemporary attitude towards people with disabilities
- Excellent negotiation and conflict management skills
- Ability to work independently, flexibly & handle complex situations
- Ability to liaise with other service providers and community organisations
- Apply work practices which align with the values of Changing Tracks

Qualifications

- Extensive relevant industry experience OR minimum Certificate 3 in Disability Work or equivalent relevant qualification.
- May also be currently working towards qualification.

Relevant Work Experience

- Working with People with disabilities -preferably in a residential setting
- Previous experience in a relevant industry or service.

Mandatory requirements

- Current Working with Children's Check
- A Criminal Records check completed at the time of offer
- Current drivers' licence
- Current First Aid (Apply first aid or level 2) with up-to-date CPR
- Disability Workers Exclusion Scheme Check
- Minimum 2 x referees including minimum of 1 x referee that you reported directly to
- Agree to complete NDIS Quality & Safeguards Commission induction package during 3-month trial period
- Sign the NDIS Quality and Safeguards Commissions Code of Conduct

Special conditions

- Flexibility is necessary. Sleepovers, weekends & out of hours work is required on a rostered basis.

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ACCEPTANCE OF THE POSITION DESCRIPTION

Disability Support Worker

Name:

Signature:

Date:

Director -Changing Tracks Disability Support Services

Name:

Signature:

Date: