

## Position Description

### Residential Support Worker

<b>Agreement:</b>	<b>Plenty Valley Community Health Inc and HSU Disability Services Union Collective Agreement 2006-2009</b>
<b>Classification:</b>	<b>Grade 4</b>
<b>Directorate:</b>	<b>Disability Services</b>
<b>Reports to:</b>	<b>Residential Unit supervisor</b>
<b>Direct Reports:</b>	

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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### Role Description

DPV Health Disability Services is registered with NDIA to provide support and assistance to adults with disabilities who live in shared supported accommodation within the scope of the Disability Act 2006 and other relevant legislation and guidelines.

The Residential support worker ensures that the individual needs of residents are met, specifically in the areas of personal care, social, emotional, maximising the living, social and recreational skills of clients with a disability.

### Roles Key Accountabilities

#### Service Delivery

- Provide support to people with disabilities using a person centred active support approach
- Provide support services as required, based on an understanding of the client's needs, wishes and level of independence within established parameters
- Assist clients attending external appointments, recreational activities and accessing and utilising community resources (e.g. general medical care, shops, banks, etc.)
- Create and maintain an environment that empowers people with disabilities
- Identify and utilise specific communication methods to interact with people with disabilities
- Advocate for people with disabilities
- Complete administrative work including maintaining records and household accounts
- Plan meals and menus in accordance with food safety guidelines to meet nutritional, cultural and religious needs
- Assist residents in daily living and assist in the provision of, food preparation, eating, dressing, maintenance of personal hygiene, arranging external appointments and general household chores
- Maintain interpersonal communications with residents and their families and provide advisory, social and emotional support

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- Promote the maximum physical and social integration through supporting residents to participate in the community
- Enhance the independence of people with disabilities
- Actively promote an environment, which enhances resident competencies within a secure and supportive environment
- Provide prescribed medication and care to residents, in accordance with program guidelines
- To meet, and strive to exceed, personal and workgroup targets for Key Performance Indicators as set from time to time by DPV Health and/or funding bodies in areas such as Safety, Efficiency and Effectiveness, amongst others
- Other Duties as directed

### **Reporting, System, Process and Analytics**

- Undertake administrative work to ensure it is completed in an accurate and timely manner that include but not limited to:
  - Ensure completion of appropriate documentation e.g. client case notes and outcomes
  - Behaviour support plans and behaviour management strategies
  - Medication sheets
  - Incident and hazard reporting
  - Support plan reviews and progress
- Maintain client data and records that are relevant to the functions performed
- Support the development & implementation of client goals including engaging with specialist services and other professionals as required
- Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved service outcomes
- Take part in audits relevant to service delivery to ensure compliance with policies and procedures, identify opportunities for improvement and to meet accreditation and legislative standards
- Demonstrate commitment to change management processes
- Identify and develop project opportunities to address service gaps, implement project work and report on findings and recommendations

### **Financials, Budgets, Target, Funding**

- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Contribute to effective management of DPV Health resources

### **Culture, Engagement, Diversity – People Experience**

- Demonstrate behaviours aligned with DPV Health Values and Code of Conduct
- Demonstrate knowledge and understanding of NDIS Code of Conduct guidelines from the NDIS Quality and Safeguarding Commission
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Attend and actively participate in required meetings
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

## **Health and Safety**

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system

## **Risk Management and Compliance – Quality and Accreditation**

- Ensure documentation meets both National Quality Standards and DPV Health quality requirements
- Ensure mandatory medication and attendance records are completed
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively addressed new and known risks
- Commitment to partnering with clients to facilitate effective engagement and participation

Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

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## **DPV Health Requirements**

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|---------------------------------------|---|
| • Current Victorian Drivers Licence   | • Valid Working With Children Check                               |
| • Disability Worker Exclusion Check   | • Satisfactory Policy Check                                       |
| • Travel between sites maybe required | • NDIS Quality and Safeguarding commission worker screening check |

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## **Authority**

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The occupant of this position has authority as per the delegation manual.

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## **Key Selection Criteria**

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### **Qualifications**

- Relevant qualification in the disability sector is desirable
- Relevant experience in performing the work tasks required in this role is desirable, including an ability to undertake a range of household duties, including meal preparation and household cleaning
- Level 2 First Aid Certificate
- Ability to actively support people with a disability in daily living and personal care skills
- Must be able to work shifts that may involve weekends, morning and evening work, and sleepovers
- Current Victorian Driver's Licence

## Experience & Skills

### Professional

- Genuine interest in the well-being and inclusion of people with disabilities
- Client focused and person centred
- Experience with supporting people in areas such as personal care, health and well-being, active community participation and skill development
- Sound understanding of positive behaviour support & planning & the concept of inclusion
- Demonstrate a good level of organisation, planning and time management skills
- Demonstrates a high level of commitment and responsibility whilst understanding and respecting DPV Health clients, their families and other related people
- Thorough understanding and commitment to OH&S, Disability Standards and EEO principles
- High level computer and literacy skills coupled with high attention to detail
- Experience managing behaviour of concern

### Interpersonal

- Demonstrated capacity to collaborate as part of a diverse team and also work autonomously
- Commitment to social justice and inclusion and valuing difference and diversity
- High standard of personal integrity
- Demonstrated ability to problem solve and use initiative
- Strong communication skills and demonstrated flexibility in methods of communication, particularly active listening
- Demonstrated initiative and self-direction as well as a 'team player' capability within a dynamic and busy work environment
- A strong customer focus and demonstrated ability to develop effective and positive working relationships at all levels
- Ability to work independently and respond to a changing work environment
- Professional 'can do' and flexible approach aligned with organisational values and behaviours

### Employee Acknowledgement

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I, \_\_\_\_\_, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature \_\_\_\_\_ Date \_\_\_\_\_