



POSITION TITLE: DISABILITY SUPPORT WORKER

Award/Agreement:	Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]
Classification:	B.2.1 Social and community services
Site:	
Hours per fortnight:	
Tenure:	
Position description developed:	July 2021
Responsible to:	CEO

Background

Kukoon is a Registered NDIS Provider and complies with all State and Commonwealth Government requirements for the delivery of quality and safe disability support services.

Every role at Kukoon is built around our vision, mission and values.

The Kukoon vision is a commitment to become an industry leader as the most efficient, effective and user friendly NDIS Plan Management and Support Coordination company. Our commitment extends to both NDIS clients, in allowing them to most fruitfully utilise their NDIS funding, and the NDIA, in delivering the vision in which NDIS funding was created.

Our mission at Kukoon is to establish our core business of Plan Management to allow a hassle-free flow of the utilisation of a client's NDIS funding allowing them to focus on reaping the benefits of what their funding can provide. We will focus on achieving this by adapting our methods to be responsive to governmental changes and client feedback. Kukoon will offer additional services to our clients of Support Connection, Coordination of Supports and Household Tasks as an add on to our core business with a view of assisting clients gain appropriate and effective support and outcomes from their NDIS funding.

Kukoon values are simple, commitment, transparency, compassion and flexibility.

Staff will also enjoy being part of a supportive work environment with strong leadership, a collegiate and communicative approach.



1. Position Overview

Kukoons Disability Support Workers are the front line in delivery of the quality supports required by all our clients.

Each client will have a brief of what is required of their support workers to work towards achieving their NDIS goals.

Each day Kukoons Disability Support Workers are required to work with the client/s in a safe, friendly, sustainable manner towards these goals.

2. Position Responsibilities

To contribute to the overall company and operational objectives, this position responsibilities include the following:

General Responsibilities

1. Provide high quality, professional and unique personalised support, which is stimulated in the client's individual, support plan and package.
2. Provide, Respectful relationships and develop professional relationships with other workers and customers.
3. Provide safe, non-threatening, comfortable environments and positive social and emotional support systems.
4. Manual handling, lifting, bending, physical transfer of customers and stretching, positive behaviour support, and monitoring as required by individual clients.
5. Personal Care assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required.
6. Daily Support Assisting in daily planning, communication and transport as required by the client.
7. Read and update communication books and client files as required and ensure relevant documentation is available and maintained.
8. Complete all administrative tasks required.
9. Record attendance and complete timesheets
10. Attends and participate in meetings, reviews required.

Teamwork

1. Can maintain an effective and positive team.
2. Can use positive verbal and nonverbal communication in one to one and group settings.
3. Seeks to form positive relationships with team members, members of the community, client and family members.
4. Develop and maintain positive relationships with other services that support clients.

Advocacy & Upholding Rights

1. Always uphold the rights of the clients.
2. Provide a non-threatening approach to behaviour management programs and ongoing support in a non-threatening way.



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3. Finds opportunities to address and improve the quality of the service and the program for the client.

3. Requirements of the position

The following are needed to perform work at this level:

- a. Well-developed interpersonal and communication (written and verbal) skills and a proven history of being able to illustrate strong emotional intelligence qualities
- b. Demonstrated ability to work collaboratively, constructively, and co-operatively within a diverse multidisciplinary team and across settings
- c. Demonstrated capacity to handle change with enthusiasm, resilience, and flexibility
- d. Client focused, innovative, and responsive approach to role
- e. Natural team player

Prerequisites:

- a. A current Working with Children Check
- b. A current National Police Check
- c. A current NDIS Worker Screening Check
- d. First Aide and CPR Certification
- e. NDIS Orientation Module
- f. Department of Health COVID training module

Organisational relationships:

- a. work under specific and general direction
- b. preparedness to learn new things
- c. proactive approach

Extent of authority:

- a. exercise a degree of autonomy
- b. establish priorities and monitor workflow in areas of responsibility
- c. solutions to problems can generally be found in documented policies and procedures, assistance is available when required.

Desirable:

- a. Certificate IV in Disability or Working towards same
- b. demonstrated knowledge of current issues, standards and trends in the delivery of disability services within the NDIS funding model
- c. demonstrated awareness of and sensitivity to Aboriginal culture and history and knowledge of disability issues impacting on Aboriginal children and families, youth and adults; those from ethnic and cultural backgrounds, and LGBTIQ community



4. Position Performance/KPIs:

Demonstrate achievement of negotiated (*negotiable*) performance indicators specific to the client brief and the client achieving their goals:

Role level:

1. Client reaches 80% of their goals within the goal timeframe
2. Daily activities are completed 95% of the time
3. Personal care activities are completed 95% of the time
4. Notes are taken at the end of each shift 95% of the time

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Approved: Filipa Watts

Director

Date:/...../.....

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Agreed:

Disability Support Worker

Date:/...../.....