

## Position Description

### Disability Support Worker

<b>Award or EBA:</b>	Social, Community, Home Care and Disability Services
<b>Directorate:</b>	Children, Youth, Disability and Social Support
<b>Reports to:</b>	Team Leader
<b>Direct Reports:</b>	Nil

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

Our values are:



Inclusion	Integrity	Collaboration	Excellence	Innovation
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### Role Description

DPV Health Disability Services is registered with NDIA to provide support services to people with a disability and their families living in Melbourne's North.

The Disability Support Worker provides direct support services aimed at maximising the living, social and recreational skills of clients with a disability. The role is focused on supporting clients in learning how to maintain relationships, develop new friendships, encourage independence, and engage in community activities with a focus on individual needs.

The Disability Support Worker is a valued member of the Disability Team and contributes to the development of service practice through regular staff meetings, planning processes, training, and policy reviews. All service delivery must be in line with Policies and the requirements of DPV Health and the requirements of the National Disability Insurance Scheme Act 2013, Victorian Disability Services Act 2006, National Quality and Safeguarding Standards 2019 and the Charter of Human Rights and Responsibilities Act 2006.

### Role Key Accountabilities

#### Service Delivery

- Provide individual tailored support to clients to maximise dignity, personal growth, and independence
- Support clients to participate in age appropriate activities and tasks including employment, in home support and community access
- Contribute to the ongoing development of a person-centred team
- Provide support to clients in their social and recreational life to be an active member of their community
- Respect and support client relationships
- Support clients in their daily activities

- Make suggestions to improve service to clients and implement in consultation with the Team Leader
- Implement individual communication strategies and assist in development and evaluation
- Work in accordance with all DPV Health policy and procedures including not limited to the National Quality and Safeguard Standards
- Support individual health and hygiene needs of clients
- Family/carer engagement

### **Key Worker Duties for assigned clients**

- Provide assistance and support to each client to complete the service plan process
- Coordinate, document supports and provide assistance to clients who require additional supports
- Assist clients to resolve issues, problem solve and make informed choices
- Develop and maintain effective communication with assigned clients, families/caregivers, and service delivery staff in conjunction with Team Leaders

### **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
  - Program outlines and outcomes
  - 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
- 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 address 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                             |
| • NDIS Screening Clearance Check    | • Satisfactory Police Check                                     |
|                                     | • Level 2 First Aid Certificate                                 |
| • Travel between maybe required     | • Evidence of Covid-19 vaccination (or valid medical exemption) |

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### **Authority**

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

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### **Key Selection Criteria**

#### **Qualifications**

- Certificate IV Disability Services or other equivalent qualifications desirable
- A current First Aid Level 2 Certificate
- Medication Administration, Manual Handling & Infection Control certification
- PEG Feeding certification
- Manual Handling certification
- Medication Administration certification
- Managing Epilepsy certification
- A current driver's licence and ability to drive an 11-seater bus

## 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

### Interpersonal

- Demonstrated capacity to collaborate as part of a diverse team and 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 \_\_\_\_\_