

Able Australia is a leading provider of disability services for adults and community supports for seniors. We are a diverse not-for-profit organisation offering a broad range of high quality services to enable those we support live the life they choose.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Committed to our values of trust, respect, excellence and kindness, we strive to provide the best quality care in a long term partnership with our clients and their loved ones.

Our passionate staff and volunteers have been proudly helping those we support to reach their full potential. We currently provide services in Melbourne, Tasmania, ACT and SE Queensland.

Position Details

Position Title:	Disability and Community Support Worker
Employment Type:	Fulltime/Part-time/Casual
Work Location:	Various
Industrial Instrument	Able Australia Collective Agreements/SCHADS
Classification level	As per Industrial Instrument
Reports To:	Team Leader/Residential Services Lead
Updated:	November 2020

Position Summary

The Disability and Community Support Worker works with people with a disability in achieving individual goals, dreams and aspirations and enhancing the individual's participation and inclusion in the community. This occurs through a variety of planned, person-centred activities and the development and enhancement of independent living and social skills. They may also be involved in advocating on behalf of the people we support and providing other assistance where required.

- A person, employed as a Disability and Community Support Worker, works under general supervision within clearly defined guidelines and undertakes a range of activities and duties requiring the application of acquired skills and knowledge. General features of this position consist of performing functions which are defined by established routines, methods, standards and procedures, with scope to exercise initiative in the application of new work practices and procedures following consultation with other members of the team. Assistance and supervision is readily available. Employees may be responsible for a range of functions and may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.
- Employees will be expected to gain a thorough understanding of all work processes and procedures relevant to their work area and are responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of other employees or volunteers. Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.
- The position is responsible for assisting the people we support in achieving planned, personal outcomes, which are clearly defined, measurable and regularly reviewed within the context of the individual's requirements. This includes, but is not limited to the implementation of skill

development, social and recreational activities, under limited supervision either individually, or as part of a team in the delivery of individualised disability services; the supervision or provision of a wide range of personal care services to the people we support. These services may involve components of person-centred active support plans, health care plans, mental health care plans and positive behaviour support plans.

- Perform tasks of a sensitive nature including the collection and provision of personal information required for the objective of this position, the receiving and accounting for moneys and assistance to the people we support. Assist with general administrative functions requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work.
- Staff in this position are responsible for initiating and maintaining a professional standard of communication with a broad range of individuals to ensure participant needs are met. These could include, but are not limited to, other Able Australia staff, DHS, other service providers, family members, advocates, medical and allied health professionals, the wider community and significant others.

Key Result Areas

Key responsibilities areas	Capability requirements	Key performance measures
Duty of Care	<ul style="list-style-type: none"> • Demonstrate commitment to high quality service for people with disabilities. • Support the rights, interests and needs of people with disabilities. 	<ul style="list-style-type: none"> • Number of personal outcome measures achieved for the people we support. • Number of incident reports relating to breaches of duty of care.
Leadership and Development	<ul style="list-style-type: none"> • As key worker, assume leadership in the provision of high quality support to the people we support. • Manage effective interpersonal work relationships. • Support and participate in team learning and development. • Carry out and provide feedback on monthly staff supervisions. • Establish and maintain appropriate, professional work relationships. • Address issues or conflicts as they arise with a view to positive resolution. • Ensure a personal understanding of all relevant policies and procedures and ensure compliance. • Liaise with and participate in the identification and implementation of staff training requirements. • Participate in all meetings / training as directed by the Team Leader. • Show initiative and highlight opportunities for change and improvement in service practice. 	<ul style="list-style-type: none"> • Regular positive feedback received regarding role of key workers. • Positive feedback received regarding effective interpersonal work relationships and team contributions. • Areas for improvement identified and addressed via planned and considered professional and personal development activities with staff trained in all relevant areas of operation. • Training attended in mandatory requirements and non-mandatory training regularly reviewed and facilitated where necessary. • Timely attendance and participation in various workplace forums and events.

Other duties	<ul style="list-style-type: none"> • Undertakes other duties commensurate with the position as reasonably directed. • This role should not be seen as limited to duties listed above. From time to time additional functions may be required at the able Deafblind Services Manager's request. • All duties to be undertaken with enthusiasm and good humour • Problems or potential problems are identified and timely adequate corrective action is taken • Personal work practices promote teamwork and unify and encourage positive staff morale. 	
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Functional requirements

Key responsibility areas	Capability requirements	Key performance measures
Person centred Plans (PCP)	<ul style="list-style-type: none"> • Liaise with Team Leader and Program Leader, support workers, therapists and family / carers to develop programs that build upon existing skills and expectations of the people we support. • Maintain confidential operational records including plans for the people we support and personal profiles. • Source appropriate and specific aids and equipment to support each person with regards to any mobility and / or communication requirements. • Assist in the development and implementation of opportunities for people we support based on their goals, aspirations, interests and wishes. • Assist the people we support to maintain and / or create relationships with their family and friends and to be involved in valued roles in the community. • Provide people with support to meet their specific and general health requirements. • Ensure 'plans' for the people we support are reviewed on an on-going basis as per policy and procedure. • Support people with disabilities to gain skills to be able to self-advocate, and ensure privacy and personal choices are respected at all times. • Recognise, respect and respond to the rights, interests and requests of people we support and their formal and informal networks. • Respect and actively support indigenous and cultural diversity. 	<ul style="list-style-type: none"> • Stakeholder involvement facilitated during the development and review of plans for the people we support, behaviour support plans and general care plans, etc. • Effective and efficient communication with families and other stakeholders facilitated. • Office of Senior Practitioner (OSP) guidelines for the development of positive behaviour support plans, functional behavioural assessments and strategies adhered to. • Assist the Team Leader and Program Leader and Able Australia Authorised Program Officer (APO) with timely reporting of all restrictive intervention for RIDS each month. • Policies, procedures and legislative requirements followed to agreed standards.

Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> • Ensure a person-centred active support approach to all areas of daily living of the people we support including their active engagement in the planning of all activities. • Ensure a professional level of behaviour as per the Able Australia Code of Conduct. • Provide support within the Positive Behaviour Support framework when people we support display behaviours of concern. 	
Reporting, documentation and administration	<ul style="list-style-type: none"> • Ensure all administrative tasks are completed accurately and on time. • Day-to-day process of collection, use, storage and dissemination of information. • Maintain documentation in accordance with relevant legislation requirements and Able Australia Policies & Procedures, including, but not limited to, case notes, medication records, behaviour charts, medical and personal profiles and reports pertaining to progress of people we support, as well as organisational information required. • When assisting people we support, ensure care is carried out in a respectful and dignified manner. • Ensure medication distribution and administration is carried out according to organisational processes and procedures. 	<ul style="list-style-type: none"> • All administrative tasks completed in a timely and thorough fashion. • Meet all policy, process and mandatory requirements. • As per agreed standards and internal / external audits. • Documentation maintained in line with agreed standards.
Risk & Workplace Health & Safety	<p>Workers must:-</p> <ul style="list-style-type: none"> • Take reasonable care of their own health & safety. • Take reasonable care for the health & safety of others who may be affected by their acts or omissions. • Cooperate with anything the employer does to comply with WHS requirements. • Must not intentionally or recklessly interfere with or misuse anything provided at the workplace for WHS Performance Indicators. • Demonstrates an understanding of and commitment to Workplace Health and Safety policy and procedures. • Understands and adheres to emergency procedures for own work location and organisation premises. • Identifies potential risks and hazards in the working environment and responds to them appropriately and in accordance with organisation policy and procedure. • Reports all emergencies, hazards, incidents and near misses within defined timelines and following correct processes. • Records all emergencies, hazards, incidents and near misses using the 'Tickit' reporting system. 	<ul style="list-style-type: none"> • Demonstrate behaviours which reflect your commitment to RWHS. • Understands and adheres for own work location and organisation premises. • Identifies and responds to them appropriately and in accordance with organisation policy and procedure. • Reports all incidents and near misses within defined timelines and following correct processes. • Records all emergencies, hazards, incidents and near misses.

Key responsibility areas	Capability requirements	Key performance measures
Quality & Continuous Improvement	<ul style="list-style-type: none"> • Compliance with organisational policies, procedures and relevant work instructions. • Quality and continuous improvement activities • Continuous improvement. • Improvement within own work practices. • Strategic goals and objectives. 	<ul style="list-style-type: none"> • Demonstrates support for and In day to day practice. • Participates fully in initiatives across the organisation.as required. • Promotes the culture as an integral part of core practice and supports and participates in relevant internal and external certification and auditing programs. • Seeks opportunities and makes appropriate suggestions for organisational improvements. • Use the organisation's to focus and priorities improvement activity.
Incident reporting obligation	<ul style="list-style-type: none"> • All Workers must report any incident, Injury and/or hazard to the line manager of their work area as soon as reasonably practicable. • In the event of a hazard the Worker shall take steps reasonably practicable to ensure the hazard does not become a further risk to others • Once the hazard is controlled it must then be reported through Able Australia's Incident management system "Tickit" 	<ul style="list-style-type: none"> • An incident report shall be complete and submitted as soon as reasonably practicable.
Diversity & Equity	<ul style="list-style-type: none"> • Diversity & equity across all areas of service delivery. • Inappropriate behaviour. 	<ul style="list-style-type: none"> • Promotes Diversity & equity ensuring legislative and organisation requirements are understood and adhered to. • Challenges inappropriate behaviour ensuring action is taken.
Continuous Professional Development	<ul style="list-style-type: none"> • Mandatory training. • Professional development. • Planned development activities. • Supervision and performance. 	<ul style="list-style-type: none"> • Completes mandatory training within defined timeframes. • Maintains current mandatory certification to enable continued practice. • Identifies appropriate opportunities. • Attends and participates as required. • Actively participates in development and review processes.
Organisation Citizenship	<ul style="list-style-type: none"> • Positive working relationships. • Shared goals and targets. • Represents Able Australia. • Codes of conduct and dress. 	<ul style="list-style-type: none"> • Develops and maintains with colleagues and clients. • Works collaboratively in a positive and professional manner. • Adheres to organisation P&P.

Selection Criteria:

Knowledge:

- Knowledge of various issues facing people with disabilities, dual and multiple.
- A good knowledge and experience in Microsoft Office Suite or ability to learn database entries.
- Relevant experience and qualifications in providing personal support to people with disabilities, such as person-centred active support, individual skills development, behaviour support and personal care.

- Sound experience of person-centred active support and person-centred planning principles.
- The ability to work effectively as part of a team, good communication, interpersonal and organisational skills, plus a genuine and passionate commitment to the rights of people with a disability to enjoy fulfilled lives and valued roles within the community.

Skills:

- Good organisational and time management skills
- Good understanding of ethics
- Commitments to the rights of people with disabilities
- To be able to work as a team

Qualifications & Training:

- Current First Aid Level 2
- HLTAAP001 Recognise healthy body systems and HLTHPS006 Assist clients with medication or CHCSS00070 Assist Clients with Medication Skillset
- Manual Handling
- Hold a valid Australian driver’s licence in State or Territory of employment
- A current Police Check and other checks as per State/Territory requirements

Organisational Relationships

- Reports to: Team Leader/Residential Services Lead
- Supervises: No responsibilities for other staff
- Direct Reports: nil
- Internal Relationships: All Able Australia staff
- External Relationships: Families, other community agencies and services

Industrial Instrument

State	Industrial Agreement
Victoria	Victorian Collective Agreement
Tasmania	Tasmanian Collective Agreement
ACT	SCHADS Award
Queensland	SCHADS Award

Performance Review:

This position description broadly outlines the requirements of the role. All Able Australia positions also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee’s manager.

Agreement

I have read, understood and agree to comply with this Position Description

Name: _____



Signature: _____



Date: _____

