



Lifestyle  
Solutions

# Disability Support Worker Role Statement

# Our Purpose

To enable people with disability, children & young people, and their communities to achieve what is important to them

# Our Values

*Own It* - How we get the job done

*Respect Lives Here* - How we treat other people

*Keep Calm & Be Happy* - How we interact with other people

*Make It Matter* - How we make a difference to other people

We believe that everyone in society should be provided equal opportunity and equal respect.

# Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.



**Position:**      **Disability Support Worker**

## Role Purpose

To provide delivery of services to the people we support to meet what's important to them, promote their safety and hear their voice within the funding envelope provided.

## Role Summary

As a Disability Support worker, you will work within a Disability Service Delivery team to provide reliable, responsive and flexible services to the people we support in a friendly, caring and empathetic way. This is better service.

Your role is to actively support a person with a disability to help create a positive impact in their lives. You must ensure the safety and wellbeing of the people we support; and to follow the policies, procedures and code of conduct of Lifestyle Solutions while doing so.

## Service Scope and Description

- You will be allocated to a team that is part of a neighbourhood which may change from time to time:
- You may be required to support other teams in your neighbourhood
- As part of your role, you may be allocated as a key worker within the service
- You will be rostered in consultation with your team, service specialist and Workforce Planning and Rostering team to ensure the needs of the people we support are met

### = Additional Service Scope and Description for Senior Support Worker

- For high-risk service, provide service based compliance with quality of service delivery per our quality standards, contractual, regulatory and safeguarding standards and requirements
- Champion and support processes for maintaining standards of practice as it relates to medication, health support and positive behaviours support and restrictive practice.
- Acknowledgement and actioning of customer, family or Guardian queries, feedback and/or complaints
- Support consistency and communication within team, with other internal teams and with relevant external stakeholders

## Key Internal and External Relationships

- Incident Response team
- Clinical Service Delivery team
- Internal and external support coordinators
- Workforce Planning and Rostering team
- Customer Intake and Onboarding team
- Safeguarding teams
- Local general practice, specialist medical and Allied Health support for the people we support
- Mental health, community justice and involved treating teams
- Local community representatives, including other service providers

- Guardians and other key people that will be identified in the customer's plan
- Relevant departments, funding bodies and other stakeholders

## Reporting Relationships

Your Disability Service Specialist is your Sponsor

## Role Responsibilities: Summary of functions

### Supporting People

- Support, read and understand the individual/s plan, including their needs, personal goals and the outcomes they wish to achieve
- Organise supports for that individual/s for the period of support to assist them in achieving their outcomes
- Provide supports aligned to relevant practice frameworks and service models
- Promote self-determination and cultural identity with the people we support
- Actively support the individual/s to plan for and achieve their daily goals
- Supports may vary depending on needs of people we support and will be agreed with your Service Specialist and your team

### Positive Behaviour Support

- Support, read and understand the individual behaviour support plan (BSP) along with protocols relating to approved restricted practices and risk management plan and seek clarity from clinician if required
- Participate in any BSP training and practice reflections
- Collect and submit required behaviour support data
- Work with clinician and team to understand and contribute to individual behaviour support planning, including triggers and agreed de-escalation strategies

### Safeguarding

- Prepare the environment for preventative physical or psychological risks for people we support and your team
- Identify, report and action any issues in relation to customer, team member or other persons safety and wellbeing
- Work within the relevant frameworks to ensure trauma informed service delivery
- Report any suspicions, concerns, allegations or disclosures of alleged abuse, risk of harm or neglect to management and comply with your state/territory's mandatory reporting responsibilities
- Complete core training, including violence prevention training and other customer specific training in a timely way (core training must be completed within first 6 months of employment).

### Health Support

- Understand the individual/s health and wellbeing plan, medication documentation and protocols and any other health support plans
- Support the individual/s with visits to local general practice and specialist medical support
- Dispense medication in accordance with agreed protocols and plans
- Communicate any changes to health and wellbeing, medication or protocols to service specialist, your team and any other relevant people. Ensure changes are reflected within the systems and files

## Teamwork

- Live the values in your everyday interactions with your team
- Actively engage with team members to shared responsibility for the wellbeing, safety and positive outcomes for the people we support
- Agree daily, weekly, fortnightly, monthly allocation of responsibilities with your team members
- Provide support and knowledge sharing to other team members where you have more expertise
- Participate openly in group reflection and support and team meetings
- Continuously reflect and learn from challenges and experiences to improve the service and the workplace
- Collaborate with your team and the rostering team to make the roster as effective as it can be

## Administrative Duties

- Complete your timesheet accurately in a timely manner
- Roster accurately in a timely manner
- Update notes about the person we support into the relevant systems
- Record data to measure outcomes for the people we support and the team
- Report customer and team related incidents accurately in a timely manner
- Perform regular file audits and ensure relevant plans and documentation is current and within correct system

## Team-based ways of working

Lifestyle Solutions supports team-based ways of working, each team member is responsible to work together to:

- negotiate and agree goals with your Sponsor that are aligned to the strategic objectives of the organisation
- regularly monitor goals, report progress, identify and implement corrective actions to ensure goals are achieved
- ensure that the skills needed to perform their functions/roles and achieve the Teams' goals are maintained
- provide back-up coverage and perform other duties as required to maintain continuity of contact with other parts of Lifestyle Solutions and external parties within budget, regulatory and compliance parameters
- Maintain a team workplan that captures the teams agreed ways of working

## Skills & Selection Criteria

- NDIS worker clearance and National Police Check
- An appropriate Working with Child Check (where needed)
- Valid driver's license
- Appropriate visa to work within Australia, if necessary
- Certificate III or IV in Disability Support or relevant minimum qualification for State or Territory
- Clear understanding of behaviour support planning and restrictive practices
- Training in Lifestyle Solutions selected therapeutic model

- Ability to write clear notes in English
- First Aid Training and certificate

### **Other Requirements**

- Availability to work the required roster including weekends and overnight shifts
- Ability and commitment to completing core training required for role
- Willingness to undertake therapeutic training and participate in required evidence, evaluation or research requirements

### **Values and Motivators**

- Display alignment with Lifestyle Solutions values

### **Compliance with Policy and Code of Conduct**

All team members at Lifestyle Solutions must comply with organisational policies and the Lifestyle Solutions Code of Conduct.

### **Acknowledgement of Role Statement**

I, \_\_\_\_\_ (print name)

Have read and understand the responsibilities of my employment as a Disability Support Worker as outlined in this role statement.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_