

POSITION DESCRIPTION


Disability Support Worker

Position Purpose

Disability Support Workers provide support and information for people with disabilities, across their lifecycle and in all domains of life, to enable access to a quality life with dignity, respect and social inclusion in the least restrictive environment.

Support workers at this level work in group homes, respite, residential facilities and the community providing outreach services and in service support roles including intake/response and case management.

Division:	As per advertised vacancy	Reports to	House Supervisor
		Direct Reports:	None
Internal Relationships:	House Supervisors, Operations Manager and Home@Scope Support team	External Relationships	Customers, Family members
Employment Contract	Disability Support Worker; as per contract	Award	Disability Services Enterprise Agreement Victoria 2018 - 2022

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.				
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>				
Scope Approach	 <p>see the person do it together do it right do it better</p> <hr/> <table border="0"> <tr> <td> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </td> <td> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </td> <td> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </td> <td> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </td> </tr> </table>	<p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p>	<p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p>	<p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p>	<p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p>
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Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Delivery	<p><u>Customer Support</u></p> <ul style="list-style-type: none"> • Provide a high level of physical assistance to our customers, including all aspects of manual handling, lifting, bending, and stretching and physical transfer of customers. • Provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required. • Under general direction, undertake more complex direct care functions or contribute to the design and implementation of a range of plans where appropriate. • Assisting in daily planning, advocacy, communication and transport as required by the service or the people we support in both the customers home or within the community. Assist customers, to access and purchase items with their own money in accordance with Home@Scope policy. • Under professional supervision, contribute to the development, maintenance and review of client support plans, including health specific or positive behaviour plans for people with complex needs. • Conduct interviews with people living with a disability, and their family, to ascertain client goals and use this alongside an analysis of individual history and circumstances to identify appropriate support and activity (under professional supervision). • Coordinate and negotiate with family members, health services, activity providers, and other community services to help meet daily client needs and/or to plan support for future client requirements. • Provide information, advice and referral, where required, to crisis intervention services for people with a disability, their families, carers and/or service providers. • Manage a caseload that comprises people with a disability, their families and carers who present with a variety of known and predictable needs (under professional supervision). <p><u>Respect & Relationships</u></p> <ul style="list-style-type: none"> • Respect and develop professional relationships with Home@Scope customers, Home@Scope employees and other related services/people, using appropriate terminology and creating a safe and comfortable environment. • Convey information, to clients and their families, and other people in the lives of clients. • Model best practice and support colleagues and, where applicable, community-based direct support staff to understand policies and practice standards in managing complex clients. • Liaise with a range of external agencies as required, including police, court and justice system. • Work, with access to supervision, in a range of organisational relationships as a senior member of a direct support team in a service with more complex support requirements. <p><u>Administration</u></p> <ul style="list-style-type: none"> • Read and update house diaries, communication books and customer files as required and ensure relevant documentation is available to other Home@Scope service providers. • Complete all administrative tasks required to ensure compliance with Home@Scope policies and procedures. • Record attendance and complete timesheets. • Accurately prepare reports, proposals and complete case notes within area of responsibility. <p><u>Compliance</u></p> <ul style="list-style-type: none"> • Comply with Home@Scope Policies and Procedures as applicable to your role. • Remain compliant with all mandatory training, and participate in meetings as requested. <p><u>Supervision</u></p> <ul style="list-style-type: none"> • Provide practice support and supervision to other team members in line with Home@Scope policies, procedures and standards. • Support and contribute to staff team planning, service functioning and planning, work process improvements and day to day administration.

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	<ul style="list-style-type: none"> Under general guidance and within Home@Scope policies, procedures and standards, exercise discretion in decision making.
Workplace Health & Safety	<ul style="list-style-type: none"> Ensure that Home@Scope complies with its legal requirements and strives for best practise in the provision of a safe workplace for all. Ensure a safe, clean, tidy and hygienic work environment in accordance to OH&S requirements and ensure all entries and exits are clear from obstructions. Demonstrate and participate in evacuation procedures. Participate in risk assessments and maintenance of areas and report safety concerns to the coordinator or OH&S Representative. Report all incidents, near misses, equipment repair requirements and illnesses to the site coordinator. Identify and address OH&S issues that arise whilst supporting customers in the community. Adhere to Home@Scope's Restrain and Seclusion Procedure.
Continuous Improvement	<ul style="list-style-type: none"> Use initiative to identify areas of improvement and work with your supervisor to develop options to improve these areas.

SELECTION CRITERIA Position Title

Skills, Knowledge, experience, qualifications and training	<p>Essential</p> <ul style="list-style-type: none"> Relevant qualification (DDSO2 - Certificate IV in Disability or equivalent, DDSO2A - Advanced Diploma of Disability or equivalent) and/or experience as relevant to the advertised position and requirements of the house. Current Level 2 First Aid Certificate and CPR. A person-centred approach to supporting people with disabilities. Ability to apply theoretical knowledge and experience to support people with disabilities. Thorough knowledge of the Disability Act 2006, current trends in disability service provisions and service delivery implications. <p>Home@Scope Provided Pre-Employment Assessment Center – pass module 3-day Shadow Shifts – must be identified as competent.</p>
Technical Competencies	<ul style="list-style-type: none"> Ability to perform all physical aspects of the role without causing injury to themselves or others. Ability to communicate effectively with all members of society and actively participate in building an inclusive environment for all. The ability to problem solve. Demonstrate a good level of organisation, planning and time management skills. Computer literacy.
Behavioural Competencies	<ul style="list-style-type: none"> A genuine interest in the well-being and inclusion of people with disabilities. An appreciation of the immense value that diversity brings to communities. Demonstrates a high level of commitment and responsibility whilst understanding and respecting Home@Scope customers, their families and other related peoples. Works effectively within a team environment, communicates well and shows continued enthusiasm for developing Home@Scope services through effective customer service. Positive attitude and willingness to learn and contribute. Open to new ideas.
Licenses & Accreditations	<ul style="list-style-type: none"> Cleared NDIS Worker check issued within the last five years. Working with Children's check (Employee category) Must satisfy all visa requirements for working in Australia.

Authorisation:

This Position Description has been reviewed and approved by the Chief Operations Manager.

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People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____