





POSITION DESCRIPTION

Position Title: Disability Support Worker			
Position Purpose Scope (Aust) is a well-established yet contemporary organisation that provides support services to people with a disability with respect, courtesy and dignity. The Disability Support Worker position provides direct support to people with disabilities in a safe and enjoyable workplace.			
Division:	North/ East/ South/ West Division	Reports to	Coordinator
		Direct Reports:	None
Internal Relationships:	Coordinators, Scope Customers	External Relationships	Family members
Delegation of Authority	Level 6	Category	Direct Support Worker
Employment Contract	Permanent/Casual/FTC/Exec Agreement/Temporary	Award	Scope Enterprise Agreement

Key Function	Key Accountabilities, Responsibilities & Deliverables
Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	Scope will inspire and lead change to deliver best practice. We will: <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. We will deliver better outcomes.
Scope Approach	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>see the person do it together</p> <p>.....</p> <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> </div> <div style="text-align: center;">  <p>do it right</p> <p>.....</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> </div> <div style="text-align: center;">  <p>do it better</p> <p>.....</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> </div> <div style="text-align: center;">  <p>do it better</p> <p>.....</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> </div> </div>

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Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Provision	<p>Provide high quality, professional and individualised support to Scope customers.</p> <p><u>Respect & Relationships</u> Respect and develop professional relationships with Scope customers, Scope employees and other related services/people, using appropriate terminology and creating a safe and comfortable environment.</p> <p><u>Physical Assistance</u> 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.</p> <p><u>Personal Care</u> Provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required.</p> <p><u>Daily Support</u> 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 Scope policy.</p> <p><u>Administration</u> Read and update house diaries, communication books and customer files as required and ensure relevant documentation is available to other Scope service providers. Complete all administrative tasks required to ensure compliance with Scope's procedures. Record attendance and complete timesheets.</p>
Growth & Representing Scope	<ul style="list-style-type: none"> • Develop and maintain positive communication links with other service providers and support to individual customers • Assist if required to provide communication support in order for the customer to interact with others • Maintain positive and welcoming relationships with family, friends and other services providers of Scope customers • Communicate verbally or in writing, any observations that may affect customer activities and the running of the service
Team Work	<ul style="list-style-type: none"> • Contribute to maintaining an effective team • Attend and participate in meetings, reviews and committees as required • Seek and provide guidance and feedback from others for work performed including co-workers, volunteers and students
Workplace Health & Safety	<ul style="list-style-type: none"> • Ensure that 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 and OH&S issues that arise whilst supporting customers in the community • Adhere to Scope's Restrain and Seclusion Procedure

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SELECTION CRITERIA Position Title	
Qualifications & Knowledge/Experience	<p>Essential: Current Level 1 First Aid Certificate and CPR</p> <p>Desirable: (but not essential) Previous experience in the disability field</p> <p>Scope Provided: 3 day Pre-Employment Learning Program– pass in all modules required 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
Behavioural Competencies	<ul style="list-style-type: none"> • A genuine interest in the well-being and inclusion of people with disabilities • Demonstrates a high level of commitment and responsibility whilst understanding and respecting Scope customers, their families and other related peoples • Works effectively within a team environment, communicates well and shows continued enthusiasm for developing Scope services through effective customer service
Licenses & Accreditations	<ul style="list-style-type: none"> • NDIS Worker Screening Check Clearance • Working with Children’s Check (Employee) • Must satisfy all visa requirements for working in Australia. • Drivers license (required for all roles where there is a requirement to travel to deliver services).

Authorisation:

This Position Description has been reviewed and approved by the General Managers Operational Support Services and is effective from 5 January 2015

People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____