

# Position Description

<b>Position Title:</b>	Disability Support Worker Level 2	<b>Division:</b>	Residential and Respite Support Services
<b>Position Reports to:</b>	Service Manager and/or Service Leader	<b>Direct Reports:</b>	Nil
<b>Agreement</b>	Yooralla Disability Support Worker Agreement 2017	<b>Band</b>	Yooralla Disability Support Worker Level 2
<b>Approved by:</b>	Executive Director Residential & Respite Support Services	<b>Date approved</b>	6 November 2019

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## Primary Position Objective:

The Disability Support Worker Level 2 is responsible for the provision of person/ family centered support services that empower people with disability to achieve their potential and live the life they choose. Disability Support Worker Level 2 works under limited supervision with readily available assistance. Employees need to demonstrate Person-Centered and positive approach to supporting and empowering customers.

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## Organisational Overview

Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people with a disability. Yooralla employs approximately 2000 employees who provide services to people with disability across Victoria.

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### Vision

A world where people with disability are equal citizens

### Mission

To provide quality, sustainable and flexible services that uphold human rights and create opportunities, empowering individuals to live the life they choose

### Values

**Customer Focused** in our service, creative in our solutions  
**Courageous** in speaking up, determined in facing challenges  
**Authentic** in our relationships, honest in our conduct  
**Accountable** in our work, responsible for our actions  
**Respectful** of choices, embracing of diversity  
**Passionate** about our work, driven by our vision

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## Organisational Accountabilities (applicable to all employees)

### Positive Working Relationships

- Demonstrated ability to work as part of, and contribute to, a person centred team.
- Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes.
- Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer.

### Customer Safeguards and Wellbeing

Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.

In providing quality services, Yooralla staff must comply with

- the NDIS Practice Standards
- the Disability Service Standards
- Victorian Charter of Human Rights and Responsibilities Act 2006
- the Principles and Objectives of the Disability Act 2006
- the United Nations Convention of the Rights of Persons with Disabilities 2006
- the Child Safety Standards

### Cultural and Linguistic Diversity

At the direction of the customer undertake all interactions with regard to the customer's culture, diversity, values and beliefs in accordance with the NDIS Practice Standard 7- Individual Values and Beliefs.

### Occupational Health and Safety

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:

- Work in a manner that considers the health and safety of self and others
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances
- Ensure that all work areas are maintained in a safe condition
- Complete site induction
- Identify, report and record all safety hazards, incidents and injuries
- Participate in OHS training programs
- Participate in OHS consultation and communication meetings
- Wear and maintain personal protective equipment and clothing correctly.

### Quality Assurance and Continuous Improvement

- Attend meetings, workshops, conferences and training as required.
- Become familiar with and follow Yooralla's policies, procedures and management instructions.
- Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.
- Strive for and promote a continuous quality improvement culture in the quality system and work practices, and offer strategic advice to improve customer relations.

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## Decision Making Authority:

Please refer to the delegation schedule available on the Yooralla Intranet <http://intranet.yooralla.com.au>

## Position Specific Responsibilities

### Key Result Area

#### Customer Empowerment

### Key tasks

- Working under limited supervision, support customers to:
  - Exercise personal choice, initiative and self-expression
  - Provide an enjoyable and safe environment for all customers
  - Provide support that will enable the person to participate successfully in individual interests, hobbies and relationships
  - Actively engage with customers at all times
  - Maintain an environment which promotes person directed decision making and contributes to personal growth
  - Ensure that customers are at all times accorded privacy, dignity, confidentiality and the opportunities for decision and choice making
  - Offer motivation and encouragement
  - Access recreation services, transport services, including public transport, taxis, Yooralla vehicles & hire vehicles
  - Advocate for and assist customers, their families and significant people in their lives to advocate for access and community engagement

### Indicative Time

## Personal Support

### Residential

- Working under general direction, provide assistance as a means of maximising personal independence.  
Indicative tasks may include:
  - Transferring/Hoisting (within given safety parameters)
  - Grooming/dressing
  - Toileting
  - Showering
  - Meal preparation
  - Meal assistance
  - Medication administration
  - Complex health support such as Gastrostomy Feeding and BSL Testing
  - Personal administration and appointments
  - Transporting customers
  - Work with customers to ensure housekeeping duties are met
  - Support customers to use physical and communication aids & other equipment where required
  - Assist customers in the receiving and accounting for monies

### Community Services

- Working under general direction, provide assistance as a means of maximising personal independence.  
Indicative tasks may include:
  - Transferring/Hoisting (within given safety parameters)
  - Toileting
  - Meal assistance
  - Medication administration
  - Complex health support such as Gastrostomy Feeding and BSL Testing
  - Transporting customers
  - Support customers to use physical and communication aids & other equipment where required
- Assist customers in the receiving and accounting for monies

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<b>Administration</b>	<ul style="list-style-type: none"><li>• Participate in the development of customer focused documentation</li><li>• Complete and submit timesheets</li><li>• Return receipts from cash advances</li><li>• Follow shift handover procedures</li><li>• Provide regular feedback to the Coordinator/ Manager and On Call re any issues that may arise. This can include concerns or general feedback pertaining to the customer, their families and regarding any community access activities</li><li>• Assist senior employees with special projects, if and when required</li><li>• Provide assistance to lower classified employees, if and when required</li><li>• Take responsibility to resolve minor procedural issues relevant to the work area, if and when required</li></ul>	
<b>Selection Criteria</b>		
<b>Mandatory Requirements</b>	<ul style="list-style-type: none"><li>• NDIS worker screening check</li><li>• International Police Check – if required</li><li>• A current Victorian Working with Children Check (Employment) – if required</li><li>• Availability to work after hours, overnight and on weekends</li><li>• Current Australian Drivers Licence</li><li>• Current First Aid (HLTAID003)</li><li>• Current Cardiopulmonary Resuscitation (HLTAID001)</li></ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• An appropriate Certificate or Diploma relevant to the work area (Desirable)</li></ul>	

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<b>Professional Experience</b>	<ul style="list-style-type: none"><li>• Previous experience in a relevant industry or service OR an equivalent level of expertise and experience</li></ul>
<b>Key Knowledge Areas</b>	<ul style="list-style-type: none"><li>• Capacity to develop knowledge of statutory requirements relevant to the workplace</li></ul>
<b>Personal Skills and Attributes</b>	<ul style="list-style-type: none"><li>• Basic numeracy, written and verbal communications skills</li><li>• Current skills to assist with customers personal care and lifestyle support</li><li>• Ability and commitment to deliver services to people with a disability in line with the guiding principles and standards of the State Disability Plan 2017 to 2020</li><li>• Application of knowledge applicable to the workplace and developing knowledge of statutory requirements</li><li>• Demonstrated ability to work as part of and contribute to a team</li><li>• Good time management skills</li><li>• Basic computer literacy skills</li></ul>