

# Position Description

<b>Position Title:</b>	Disability Support Worker – Level 3	<b>Division:</b>	Community Services and/or Residential and Respite 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 3
<b>Approved by:</b>	Executive Director Community Services	<b>Date approved</b>	27 May 2019

## Primary Position Objective:

The Disability Support Worker – Level 3 will provide high intensity person/family support to customers with complex and multiple support requirements that empower people with disability to achieve their potential and live the life they choose. The Disability Support Worker –Level 3 works under general direction and supervision and may supervise the work of a Disability Support Worker Level 2 as required. At this level there is a requirement for prior experience working with customers with complex needs and multiple support requirements, in particular health or behavioral requirements.

Employees need to demonstrate a skill set that meets the requirements of the National Disability Practice Standards High Intensity Daily Personal Activities along with a Person-Centered and positive approach to supporting and empowering customers. Taking a human rights focus develop evidence based strategies that increase the quality of life of the person whilst understanding and responding to their behavior of concern in order to support the person to have their needs understood and met in a Positive Behaviour Support framework.

## 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.

### 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

## 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

### 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 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

### Cultural and Linguistic Diversity

Undertake all interactions with customers and co-workers in a culturally sensitive manner.

### 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

### 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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and in the life of the customer.

- Participate in OHS training programs
- Participate in OHS consultation and communication meetings
- Wear and maintain personal protective equipment and clothing correctly

## 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

Key tasks

Indicative Time

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## Customer Empowerment

- Working under general direction, 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 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
  - Assisting in liaison and co-ordination with other services and programmes

## Personal Support

### Community

- 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

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	<ul style="list-style-type: none"> <li>○ Support customers to use physical and communication aids &amp; other equipment where required</li> <li>○ Assist customers in the receiving and accounting for monies</li> <li>● Demonstrate an understanding of the impact of the support on associated health conditions and deliver interventions within the scope of the role and the National Disability Practice Standards High Intensity Daily Personal Activities.</li> </ul>	
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>● Provide administration support requiring a high degree of judgement, initiative, confidentiality and sensitivity</li> <li>● Participate in the development of customer focused documentation</li> <li>● Provide regular feedback to the manager, service leader, or delegate and On Call regarding 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 the Manager with duties and special projects, if and as required</li> <li>● Take responsibility to resolve minor procedural issues relevant to the work area, if and as required</li> <li>● In conjunction with the Manager contribute to interpretation of matters for which there are no clearly established practices and procedures</li> </ul>	
<p><b>Supervision</b></p>	<ul style="list-style-type: none"> <li>● Provide supervision and support to subordinate staff or volunteers</li> <li>● Delegate duties to subordinate staff, as required</li> <li>● Deliver on the job training when required</li> <li>● Undertake complex operation work and planning and coordination of activities for subordinates, when required</li> </ul>	

## Selection Criteria

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<b>Mandatory Requirements</b>	<ul style="list-style-type: none"><li>• Current National Police Record Check</li><li>• International Police Check</li><li>• Not listed on Disability Worker Exclusion Scheme register or Disqualified Carer Register</li><li>• A current Victorian Working with Children Check (Employment)</li><li>• Availability to shift work</li><li>• Current Australian Drivers Licence</li><li>• Current Provide First Aid (HLTAID003)</li><li>• Current Provide Cardiopulmonary Resuscitation (HLTAID001)</li><li>• Current Provide Basic Emergency Life Support (HLTAID002) - desirable</li><li>• Requirement to use own smartphone or tablet device for receiving shifts and customer confirmation of attendance</li></ul>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• An appropriate Degree, Diploma or Certificate relevant to the work area (Desirable)</li><li>• Additional training in areas such as:<ul style="list-style-type: none"><li>○ Complex Bowel Care</li><li>○ Enteral Feeding and Management</li><li>○ Tracheostomy Management</li><li>○ Urinary Catheter Management</li><li>○ Ventilator Management</li><li>○ Complex Wound Management</li><li>○ Diabetes Management</li></ul></li></ul>
<b>Professional Experience</b>	<ul style="list-style-type: none"><li>• Significant previous experience in delivering High Intensity Daily Personal Activities to customers with multiple and complex needs</li></ul>
<b>Key Knowledge Areas</b>	<ul style="list-style-type: none"><li>• Thorough knowledge of work activities performed within the workplace, including the National Disability Practice Standards High Intensity Daily Personal Activities</li><li>• Sound knowledge of Yooralla policies, procedures and guidelines applicable to the work/workplace</li><li>• Working knowledge of statutory requirements relevant to the workplace</li><li>• Knowledge of computing systems</li></ul>

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- Management of behaviour support plans
- Knowledge of and application of Restrictive Intervention where applicable
- Knowledge of Client Incident Management procedures

## Personal Skills and Attributes

- Ability to assist subordinates or volunteers with on the job training
- Strong organisation skills
- Ability to problem solve
- High degree of judgement, initiative, confidentiality and sensitivity in the performance of work
- Ability to apply computing concepts
- Good written and verbal communications skills
- Ability to assist and develop skills required to assist with personal care and lifestyle support
- 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
- Demonstrated ability to work as part of and contribute to a team