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| **Relief & Response - Disability Support Worker** | | | |
| **Position Purpose**  This role provides high quality, professional and individualised support, in a responsive manner to Home@Scope customers in a safe and enjoyable workplace. The role provides flexible, responsive supports to customers requiring individualised levels of care.  Working within a flexible, call-to-duty / responsive approach, the role provides additional support to colleagues in the provision of personal care to customers with high level physical support needs. This includes, but is not limited to;   * 2:1 overnight manual handling; transfers, repositioning and personal hygiene support * 2:1 medication administration and mealtime assist * Responsive Hospital admission support * Behaviour Support   The role assists customers to achieve their personal goals and aspirations whilst maintaining a high level of safe work practices within homes.  Providing a range of support services including personal care, health, exercise and community experiences, and this role enables our customers to live a quality life with dignity, respect and social inclusion where funded rosters may not allow for higher level of support provision. | | | |
| **Division**: | North/ East/ South West Division | **Reports to:**  **Direct Reports:** | Operations Manager  None |
| **Internal**  **Relationships**: | House Supervisors, Operations Manager and Home@Scope Support team | **External**  **Relationships:** | Customers, Family members |
| **Employment**  **Contract:** | Disability Support Worker;  Permanent/Casual/FTC  /Temporary | **Award:** | Disability Services Enterprise Agreement Victoria 2018 – 2022  DDSO1Q |

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| **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:   * 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** |  |

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| **Key Function** | **Key Accountabilities, Responsibilities & Deliverables** |

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| **Service Delivery** | **Respect & Relationships**  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.    **Physical Assistance**  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.    **Personal Care**  Provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required.  Training may be required to support customers with specified health support needs:  - Stoma Care  - Percutaneous Endoscopic Gastrostomy (PEG) care  - Medication Administration (Midizolam)    **Daily Support**  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.    **Administration**  Flexible approach to administrative tasks provided during non-client contact times. Including;  Read and update house diaries, communication books and customer files as required and ensure relevant documentation is available to other Home@Scope service providers. Ad-hoc administrative tasks and auditing required to ensure compliance with Home@Scope’s procedures. Record attendance and complete timesheets.    **Compliance**  Comply with Home@Scope Policies and Procedures as applicable to your role.  Remain compliant with all mandatory training, and participate in meetings as requested |
| **Workplace Health & Safety** | * 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. |

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| **SELECTION CRITERIA**  **Position Title** | |
| **Skills, Knowledge, experience, qualifications and training** | **Essential**  Current Level 2 First Aid Certificate and CPR  Current Drivers licence and access to a vehicle  **Desirable** *(but not essential)*  Previous experience in the disability field  Recognised qualification in disability or related field (e.g. Certificate IV in Disability)  **Home@Scope Provided**  Orientation Days at identified sites  3-day Shadow Shifts – must be identified as competent. |
| **Technical Competencies** | * 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** | * A genuine interest in the well-being and inclusion of people with disabilities. * Flexible, adaptive approach to work * 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** | * 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.

People & Culture Authorisation

Job Evaluation Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position Created: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_