

POSITION DESCRIPTION





Disability Support Worker

Position Purpose

This role provides high quality, professional and individualised support to Home@Scope customers in a safe and enjoyable workplace. Assists customers to achieve their personal goals and aspirations, to actively participate within their local communities. Directly supporting the wellbeing of our customers through understanding their needs, preferences and interests.

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.

Division:	North/ East/ South/ West Division	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; Permanent/Casual/FTC /Temporary	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	<div>     </div> <div> <p>see the person do it together do it right do it better</p> </div> <div> <p>.....</p> <div> <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> </div> </div>

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Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Delivery	<p><u>Respect & Relationships</u> 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.</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 Home@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 Home@Scope service providers. Complete all administrative tasks required to ensure compliance with Home@Scope's procedures. Record attendance and complete timesheets.</p> <p><u>Compliance</u> 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>
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.

SELECTION CRITERIA Position Title

Skills, Knowledge, experience, qualifications and training	<p><u>Essential</u> Current Level 2 First Aid Certificate and CPR</p> <p><u>Desirable (but not essential)</u> Previous experience in the disability field Recognised qualification in disability or related field (e.g. Certificate IV in Disability)</p> <p><u>Home@Scope Provided</u> Orientation Days 3-day Shadow Shifts – must be identified as competent.</p>
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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.

People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____