

Position Description

Position Title:	Disability Support Worker Level 2	Division:	
Position Reports to:	Service Manager and/or Service Leader	Direct Reports:	Nil
Agreement	Yooralla Disability Support Worker Agreement 2017	Band	Yooralla Disability Support Worker Level 2
Approved by:	Executive Director People and Culture	Date approved	2 October 2019

Primary Position Objective:

The Disability Support Worker Level 2 is responsible for the provision of person/ family centred 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-Centred and positive approach to supporting and empowering customers.

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

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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Administration

- Participate in the development of customer focused documentation
- Complete and submit timesheets
- Return receipts from cash advances
- Follow shift handover procedures
- 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
- Assist senior employees with special projects, if and when required
- Provide assistance to lower classified employees, if and when required
- Take responsibility to resolve minor procedural issues relevant to the work area, if and when required

Selection Criteria

Mandatory Requirements

- Current National Police Record Check
- International Police Check (if required)
- Not listed on Disability Worker Exclusion Scheme register
- A current Victorian Working with Children Check (Employment)
- Availability to work after hours, overnight and on weekends
- Current Australian Drivers Licence
- Current Provide First Aid (HLTAID003)
- Current Provide Cardiopulmonary Resuscitation (HLTAID001)
- Requirement to use own smartphone or tablet device for receiving shifts and customer confirmation of attendance

Qualifications

- An appropriate Certificate or Diploma relevant to the work area (Desirable)

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Professional Experience	<ul style="list-style-type: none">• Previous experience in a relevant industry or service OR an equivalent level of expertise and experience
Key Knowledge Areas	<ul style="list-style-type: none">• Capacity to develop knowledge of statutory requirements relevant to the workplace
Personal Skills and Attributes	<ul style="list-style-type: none">• Basic numeracy, written and verbal communications skills• Current skills to assist with customers 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• Application of knowledge applicable to the workplace and developing knowledge of statutory requirements• Demonstrated ability to work as part of and contribute to a team• Good time management skills• Basic computer literacy skills