

POSITION DESCRIPTION

Position title	Disability Support Worker	Reference	DSW.W.DCS
Award & Classification	Social, Community, Home Care and Disability Services Award Level 2	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Community Services Manager
Location	Darwin	Program	Darwin Community Access Services
Section	Darwin Community Services	Cost Centre	Multiple
Approved	Terry Cleary	Date	November 2016
Comment	This role will require working in a diverse range of settings including but not limited to, a person's home, community groups and other community settings. Weekend and evening work may be required		

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

As a Disability Support Worker you will be responsible for implementing support services aimed at maximising the living, social and recreational skills of people with a disability. Community inclusion, independence, decision making and personal choice will be promoted through these supports, with a focus on individual goals and needs.

The Disability Support Worker will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Certificate III in Disability Support or Certificate III in Individual Support (Disability) and 2 years experience in the Disability sector. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

KEY SELECTION CRITERIA

1. Proven experience in working with people with a disability and providing quality services that assist people to maintain their independence and participate in their community.
2. Proven experience in working within an Individual Planning process.
3. Excellent verbal and written communication skills including the demonstrated ability to work independently and report accurately to supervisor.
4. Demonstrated interpersonal skills including the ability to work and communicate effectively with people with a disability, their families and community agencies.
5. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
6. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. **Accountability: Service Provision**

Provide high quality, professional and individualised support to people accessing our services.

Responsibilities:

- Provide assistance and support to each client in accordance with their service plan and as directed by the Program Coordinator.
- Monitor the safety and well-being of the clients and report any concerns to the Program Coordinator.
- Respond to clients' individual needs and requirements with flexibility and an awareness of dignity of risk, choice and control, ensuring privacy and confidentiality at all times.
- Establish appropriate and effective working relationships with clients, maintaining professional boundaries at all times.
- Work with clients, family/ carers, relevant case managers and other professionals to support the client's individual goals.
- Promote Anglicare NT client feedback systems and implement processes to respond to feedback.

2. **Accountability: Administration and Reporting**

Complete administration tasks, documentation and reporting in line with Anglicare NT policies and procedures.

Responsibilities:

- Monitor clients' well-being, behaviour and circumstances and report changes and/or concerns to the Coordinator immediately, either by telephone or in person.
- Complete case notes, attendance records, communication books and other administrative tasks in accordance with program requirements and timelines.

3. **Accountability: Communication and Relationships**

Communication and relationships with clients and other stakeholders is respectful of cultural heritage, responsibilities and identity.

Responsibilities:

- Support clients to use their preferred method of communication, assisting them to be understood and responded to.

- Ensure service provision is culturally appropriate for each individual client.
- Interact and communicate with other team members in the interests of service users and of achieving a consistent approach to service provision.

1. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).