

# POSITION DESCRIPTION



## Casual Direct Support Worker

### Position Details

|                               |   |             |       |   |
|-------------------------------|---|-------------|-------|---|
| Position Number               | N/a   |             |       |   |
| Directorate                   | Corporate and Community Services  |             |       |   |
| Department                    | Community Services  |             |       |   |
| Section                       | Life Choices - Support Services   |             |       |   |
| Location                      | Life Choices Support Services, 134 Church Street, Glen Innes  |             |       |   |
| Reports To                    | Team Leader Direct Support  |             |       |   |
| Award Classification          | Band  | Operational | Level | 2 |
|                               | Status  | Casual      | Grade | 5 |
| Prepared By                   | Helen Stapleton, Human Resources Officer (Payroll)<br>Anthony Williams, Manager of Community Services           |             |       |   |
| Date                          | 15 August 2023  |             |       |   |
| Other Conditions and Benefits | <ul style="list-style-type: none"><li>Child Related Employment – Working With Children Check required</li></ul> |             |       |   |
| Approved By                   |   | Date        |       |   |

### Our Vision

Glen Innes Severn Local Government Area will be recognised as: A Prosperous Connected Community that Nurtures its People and Places.

### Our Mission Statement

Together we focus on our customers and partners to deliver the best possible local government services and projects at the best possible value now and into our shared future.

### Our Values

Respect – Integrity – Courage – Honesty – Transparency

### Our Council

Working for Council means you'll be joining a dedicated team where your individual effort is part of something much bigger – delivering great things for our community.

The Council covers an area of 5,487km<sup>2</sup>, and is located in the beautiful New England area of NSW. This area encompasses the town of Glen Innes and villages of Deepwater, Emmaville, Glencoe, Wellingrove and Red Range. We're proud of the contribution our community makes to this vibrant, dynamic and attractive area in which to live and work.

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### The Role

The Direct Support Worker will provide domestic, general and clinical support to people who are older and people with a disability within Council's Life Choices – Support Services, to facilitate quality of life and maximum independence in their own homes.

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### Selection Criteria

*Applicants should carefully address all criteria in their applications. To be recommended for appointment, applicants must demonstrate that they meet the essential criteria.*

#### Essential

- ✧ Current Class C (Car) Drivers Licence
- ✧ Ability to meet the requirements for a Criminal Record and Police Check, NDIS Worker Screening Certificate and NSW Working with Children Check

#### Desirable

- ✧ Current First Aid Certificate
- ✧ Relevant qualifications in Individual Support, Nursing or Community Services
- ✧ Demonstrated experience and skills in the role of Direct Support Worker

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### Essential Duties and Responsibilities

*The duties and responsibilities listed here are considered essential to achieving the primary objectives of this job. Other duties consistent with the functions and role of the position may be assigned.*

- ✧ Promotes the image of the Council in a positive manner and actively works to promote good public relations.
- ✧ Maintains an awareness of policies, procedures, standards, and guidelines relevant to area of responsibility and ensures their correct implementation, in consultation with the supervisor.
- ✧ Reports changes in client needs and circumstances to the supervisor in a timely manner and advises the supervisor of any problems or suggestions relating to the implementation of individual client support plans.
- ✧ Maintains strict professional boundaries with clients, their carers and families and refrains from making personal suggestions or giving personal advice on perceived customer needs.
- ✧ Performs risk assessments on all clients, venues and activities and exercises due diligence in relation to Work Health Safety risks whilst considering the 'duty of care' owed to the customer, alongside their right to respect, self-determination, independence, and dignity.
- ✧ Ensures that strict confidentiality is maintained regarding customer records and information
- ✧ Attends group discussions, meetings and workshops as required to fulfill the responsibilities of the position.
- ✧ Operates a variety of equipment, including, but not limited to, vacuum cleaners, washing machines, microwaves, stoves, iPads, computers, lifters, wheelchairs, and telephones.
- ✧ Trains and coaches new or relief staff, to assist them to learn aspects of the job.
- ✧ Works as a team member to implement specific client care routines as set out in the Domestic, General and Clinical Care Standards.
- ✧ Other clinical duties such as wound care under instruction from the Registered Nurse or client GP.
- ✧ Performs any other assigned duty consistent with the responsibilities of the position and within the limits of the skills, competence and training of the employee.

### Supervisory Responsibilities

This position does not have any supervisory responsibilities.

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### Financial Authority

This position has no authority to approve or control expenditure.

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### Physical Demands

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit and talk and hear in an environment with generally low to moderate levels of background noise. He or she is frequently required to use hands and arms to operate the controls of motor vehicles, computer keyboards and other office equipment.

The employee must frequently lift and move objects up to 10 kilograms in weight and must occasionally lift and move objects up to 20 kilograms, using safe lifting techniques. Sufficient personal mobility is required to enable the employee to operate motor vehicles, and to provide personal care to client in their homes and attend to household cleaning duties on a regular basis.

Specific vision requirements for this job include close vision for reading and writing, plus distance vision, peripheral vision and depth perception adequate for the safe operation of motor vehicles.

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### Work Environment

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually quiet to moderate. There are no other unusual work environment characteristics associated with this job.

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### Computer Skills

- ✧ Basic skills in word processing software, Internet and email.
  - ✧ Ability to operate a Smart Phone for rostering and email correspondence
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### Key Accountabilities / Behaviours

|                            |   |
|----------------------------|---|
| Communication              | Comprehends oral and written information, and clearly and effectively expresses self in the presentation of ideas; develops written work in a logical and comprehensive manner where appropriate                              |
| Safety                     | Follows safety policies and procedures using proper techniques to ensure the protection of people and property  |
| Interpersonal Relations    | Establishes effective working relationships with co-workers, supervisors & managers, clients and/or the public; gets along well with others   |
| Acceptance of Supervision  | Willingly accepts and follows instructions given by supervisor in the performance of duties; responds to training and coaching in a constructive manner   |
| Motivation / Initiative    | Displays an interest in performance of tasks, including those over and above regular assignments; willingly accepts increasing responsibility and accountability; makes recommendations and suggestions to improve operations |
| Adaptability / Flexibility | Adapts readily to new situations and changes in the workplace; works well under pressure; learns and functions well under widely different situations and circumstances   |

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|-----------------------|--|
| Customer Service      | Demonstrates knowledge of internal and external clients; is sensitive to customer needs and expectations; anticipates needs and responds promptly and willingly to provide information, services and/or products as needed |
| Confidentiality       | Can be trusted to use discretion in dealing with clients and fellow employees; maintains confidentiality of information or materials appropriate to position   |
| Judgment / Discretion | Exercises logical thinking and foresees consequences of actions; has adequate knowledge of all applicable policies or rules and selects appropriate guidelines or procedures to follow in a variety of situations          |
| Physical Effort       | Puts forth the physical exertion required to perform assigned tasks; Can be counted on to do one's share of the work   |

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### Council Codes and Rules

The employee who occupies this job must be knowledgeable about Council's Code of Conduct and other policies and organisation rules that affect his or her employment. It is a requirement of the job that these codes, policies and rules are followed.

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### WHS and Risk Management Responsibilities

- ✧ Comply with all Work Health and Safety legislation and risk management requirements and abide by all relevant policies and procedures.
- ✧ Undertake appropriate training and inductions, and comply with instructions
- ✧ Appropriately use all PPE and resources provided to undertake the work safely.
- ✧ Ensure hazards are identified in the workplace and appropriate control measures are in place.
- ✧ Comply with statutory, Council and legal requirements in the areas of risk management including Work Health and Safety.
- ✧ Comply with all injury management processes and legislation including the direct reporting and investigation of injuries, accidents and near misses.

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### EEO Management Responsibilities

- ✧ Demonstrate a positive commitment to and compliance with all relevant Equal Employment Opportunity legislation, covering all forms of workplace discrimination, harassment and bullying.
- ✧ Comply with Council' EEO policies and report breaches.

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### Acknowledgement and Acceptance

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. This is not a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

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Employee Name

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Signature

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Date

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Supervisor Name

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Signature

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Date