

POSITION DESCRIPTION



Direct Support Worker

Position Details

Position Number	CS56			
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	Permanent Part-Time (30 hours per fortnight)	Grade	5
Prepared By	Helen Stapleton, Human Resources Officer (Payroll) Ellie Brackenborough, Manager of Community Services			
Date	23 February 2024			
Other Conditions and Benefits	<ul style="list-style-type: none">• Child Related Employment – Working With Children Check required• National Criminal History Check required• NDIS Worker Screening required			
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

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 Council provides Community Services across a sub-region encompassing the Local Government Areas of Glen Innes Severn, Inverell, and Tenterfield.

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 5,487km², 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.

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

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

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 a positive representation of the Council and actively engages in fostering strong public relations.
- ✧ Demonstrates continuous awareness and ensures the correct implementation of relevant policies, procedures, standards, and guidelines within the assigned area of responsibility, consulting with the supervisor as needed.
- ✧ Handles tasks such as meal preparation, medication administration, housekeeping, domestic duties and personal hygiene assistance and providing transportation for medical appointments and social activities proficiently.
- ✧ Reports any changes in client needs and circumstances to the supervisor, providing valuable input on the implementation of individual client support plans in a timely manner.
- ✧ Maintains professional boundaries with clients, their caregivers, and families, refraining from offering personal suggestions or giving advice on perceived customer needs.
- ✧ Conducts thorough risk assessments on clients, venues, and activities, demonstrating diligence in addressing Work Health Safety risks while upholding the duty of care owed to the customer, respecting their right to dignity, self-determination, independence, and respect.
- ✧ Ensures the utmost confidentiality regarding customer records and information is consistently upheld.
- ✧ Participates actively in group discussions, meetings, and workshops as required to fulfill the position's responsibilities.
- ✧ Operates a diverse range of equipment, including but not limited to vacuum cleaners, washing machines, microwaves, stoves, lifters, wheelchairs, and telephones, smartphones and relevant IT equipment.
- ✧ Provides training and coaching to new or relief staff, assisting them in learning various aspects of the job.
- ✧ Collaborates as a team member to implement specific client care routines outlined in the Domestic, General, and Clinical Care Standards.

Position Description – Direct Support Worker

- ✧ Undertakes additional clinical duties such as wound care under the guidance of the Registered Nurse or client GP.
- ✧ Performs any other assigned duty consistent with the responsibilities of the position and within the employee's skills, competence, and training limits.

Supervisory Responsibilities

This position does not have any supervisory responsibilities.

Financial Authority

This position has no authority to approve or control expenditure.

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.

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.

Computer Skills

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

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

Position Description – Direct Support Worker

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
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

Salary Progression Skill Steps

Skill 1.1	CHCCS419C.	Provide support services to clients
Skill 1.2	CHCAC318B.	Work effectively with older people
Skill 1.3	CHCADMIN201D.	Undertake basic administrative duties
Skill 1.4	CHCCS314B.	Deliver services to meet personal needs of clients
Skill 2.1	CHCAC317A.	Support older people to maintain their independence
Skill 2.2	CHCAC417A.	Implement interventions with older people at risk of falls
Skill 2.3	CHCCS424B.	Administer and monitor medications
Skill 2.4	CHCAC316D.	Provide food services
Skill 2.5	CHCDIS302A.	Maintain an environment to empower people with disabilities
Skill 2.6	CHCDIS322A.	Support community participation and inclusion

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.

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.

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's EEO policies and report breaches.

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.

Employee Name

Signature

Date

Supervisor Name

Signature

Date