



JOB DESCRIPTION

Disability Support Worker

Division: Life Choices

Location: Illawarra / Shoalhaven / Macarthur

Classification: Level 2

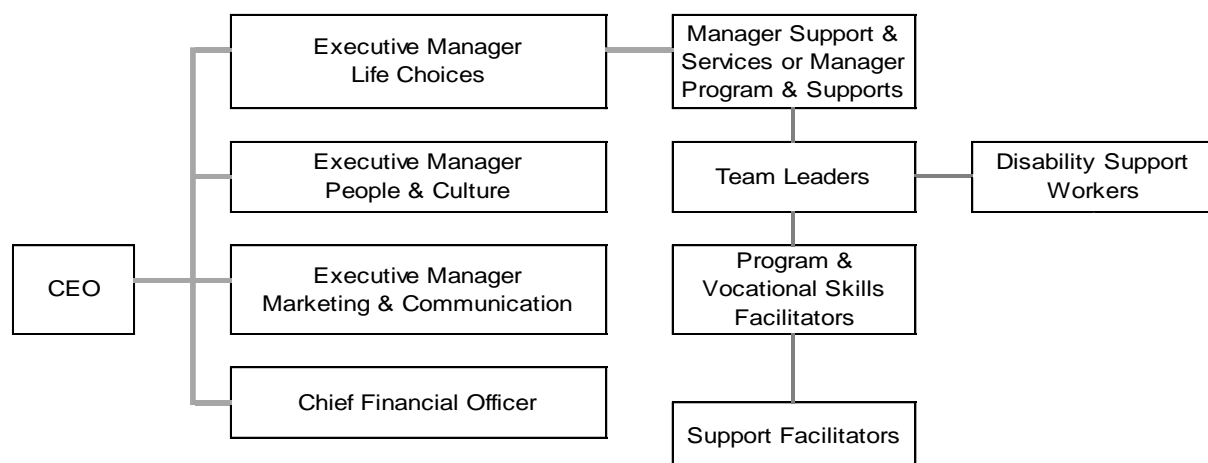
POSITION OBJECTIVES

As a Disability Support Worker, you will plan, facilitate, and conduct support and training which directly assists in the development of life and employment skills. In this role you will be directly involved with people with a disability delivering supports (either individually or in a group setting) aimed at enhancing employment opportunities, developing skills, and promoting community inclusion.

Key Objectives:

- Takes active ownership of own work.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times. track
- Develops and fosters efficient lines of communication with key stakeholders.

ORGANISATIONAL RELATIONSHPS



RESPONSIBILITIES & ACCOUNTABILITIES

VALUES & CULTURE:

- Role model and promote Flagstaff's values in all aspects of duty and promote a culture of service-oriented excellence in all activities,
- Consistently demonstrate a commitment to supporting People with a Disability to achieve their goals and/or workplace targets, and to the value that inclusion in all aspects of society and community for People with a Disability is a right, not a goal;
- Ensure that innovation or desired work performance/behaviour by individuals or teams (particularly those under your observation or supervision) is acknowledged and where appropriate, celebrated and/or formally recognised;
- Ensure that any unacceptable behaviour, diminished work performance or failure to meet Flagstaff's values and culture by individuals or teams under your control is reported and/or addressed consistent with Flagstaff expectations, policies and/or procedures;

ROLE SPECIFIC:

- Build and maintain collaborative stakeholder relationships that ensure the organisation's standards and values are maintained, providing a clear sense of purpose and direction and fostering a positive and high performing culture;
- Solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.
- Demonstrating self-management including acting as a role model, seeking feedback to enhance performance and actively identifying opportunities for development;
- Time management skills to effectively manage workload;
- Confidently and accurately use a computer to prepare records and send & respond to emails;
- Comply with all Flagstaff policies, procedures, guidelines and processes;
- Undertake Flagstaff provided training on National Quality & Safeguards standards for supporting people with a disability and ensure that your actions consistently comply with those standards;
- High level of interpersonal skills including the ability to develop and maintain positive relationships with participants, across service providers, and with various stakeholders;
- Conduct individual and/or group support and training for participants undertaking Flagstaff NDIS services which directly assist in the development of skills and/or the achievement of increased social or vocational inclusion;
- Contribute to the collection and entry of supporting evidence as required for Government funding, ensure administrative compliance is kept and completed in a timely manner;
- As required, work rostered shifts in the Shoalhaven, Macarthur or Illawarra, and with different starting and finishing times and which may include weekends and/or public holidays;
- Provide transport for participants;

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- Provide support to participants to access community and social activities, either individually or in a group setting;
- Contribute to the collection and entry of supporting evidence as required for Government funding, ensure administrative compliance is kept and completed in a timely manner;
- Conduct support and training which directly assists program participants to achieve skills, goals & outcomes associated with their chosen program;
- Provide quality advice and guidance in relation to the timely provision of support, NDIS related evidence recording and Flagstaff processes;
- Provide guidance to a limited number of staff engaged at a lower level;

WORK HEALTH & SAFETY

- Comply with all WHS Legislation and any Flagstaff specific Policies, Procedures, practices, training and directions;
- Comply with safety directions, maintain safe work conditions and use safe work practices at all times;
- Attend training courses as required;
- Correctly wear any required PPE at all times;
- Immediately report all incidents, accidents, defective equipment, actual & potential hazards and unsafe work practices;

SELECTION CRITERIA

- ✓ Eligible to immediately work in Australia without sponsorship;
- ✓ Able to provide (on commencement and at mandated intervals) a National Police Criminal History check no more than 12 months old and a current Working with Children check and be willing to sign a Working with Children declaration;
- ✓ Able to provide evidence (i.e. a certificate of completion) of completion of the National Disability Insurance Scheme (NDIS) online worker orientation module 'Quality, Safety and You';
- ✓ Able to provide evidence (on commencement and at mandated intervals) NDIS Worker Clearance;
- ✓ Able to provide evidence (on commencement and at mandated intervals) Covid-19 Vaccination Records;
- ✓ Ability to work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge;
- ✓ Ability to work within defined established routines, standards and procedures;
- ✓ Demonstrated ability for managing time, planning and organising your work
- ✓ Excellent communication skills with the ability to confidently interact with anyone regardless of their role and/or social standing;

- ✓ High level of computer skills with experience using the Microsoft suite of programs, particularly Word, Excel and Outlook;
- ✓ Demonstrated ability to quickly learn systems and processes;
- ✓ Have a high level of accuracy and attention to detail;
- ✓ Hold a Senior First Aid Certificate (or capacity and willingness to obtain the qualification), and the capacity and willingness to act as a workplace first aid officer where requested and in receipt of the relevant Flagstaff allowance;
- ✓ Current NSW Drivers Licence (note that preferred applicants for the role may be requested to provide evidence of their driving record);
- ✓ Although unlikely to be required in this role, applicants should have the ability & willingness to work rostered shifts which may include weekends and/or public holidays;
- ✓ Able to provide evidence of being double vaccinated, Covid-19

Note: This position may, after due consultation, be revised and amended from time to time in accordance with the needs of Flagstaff.

ACKNOWLEDGEMENT & ACCEPTANCE OF POSITION:

By signing this document, you:

- [a] Acknowledge that you have read and understand every page of this document and confirm that you already have the pre-requisite qualifications, skills and/or knowledge to meet the 'Position Objectives', 'Responsibilities & Accountabilities' and 'Selection Criteria' for this role as outlined in this document.
- [b] Accept to carry out the role and confirm that you are not aware of any personal or external circumstance that would prevent you from meeting the 'Responsibilities & Accountabilities' as outlined in this document.
- [c] Understand that Flagstaff business divisions have mandatory shut periods (for example the Christmas period) and you may be required to take leave during that period and where no other form of leave entitlement is accrued, such leave may be unpaid.

Print Name: _____ Dated: ____ / ____ / ____

Signature: _____