

POSITION DESCRIPTION

POSITION:	Disability Support Worker
DEPARTMENT:	Disability Services
AWARD LEVEL:	Social, Community, Home Care and Disability Services Industry Award 2010 – Level 2 (see attachment A)
LOCATION:	South West Sydney
RESPONSIBLE TO:	Disability Program Coordinator
KEY RELATIONSHIPS:	Participants and their families Senior Disability Support Workers Disability Program Coordinator Operations Manager Chief Operating Officer Disability Support Workers The Works Practice Team Disability and Community Services sector National Disability Insurance Agency (NDIA)
DATE OF LAST REVIEW:	October 2019

ORGANISATIONAL CONTEXT:

The Junction Works is a not for profit provider that has been operating within the communities of South West Sydney since 1987. With our Mission of creating new possibilities in people's lives, we focus on delivering creative and enriching community, youth, children's and disability services that are designed to improve the lives of some of our community's most vulnerable people. The Junction Works service provision is underpinned by the philosophy and practice of person centred planning.

The Junction Works main office/service centre is based at Austral, with multiple program sites, servicing people from the LGAs of Bankstown, Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee and Wollondilly.

The Junction Works recognises that the South West Corridor of the Sydney Metropolitan area will see significant growth in new housing over the coming years and as such a new cohort of Families with children with disabilities will require access to high quality programs and services.

KEY OBJECTIVES:

This role has a number of key objectives highlighted (but not limited) to the following:

- The position works under regular supervision and assists participants with daily living and life skills development, social inclusion and vocational opportunities for participants to be involved in their community.
- Provide practical skills that assist participants to maintain their wellbeing, explore opportunities and work with participants to achieve the agreed outcomes that are important to the person
- Behave in a manner that respects the privacy and dignity of all participants and all interactions are conducted with integrity, honesty and transparency.

KEY ACCOUNTABILITIES AND FUNCTIONS:

Key Accountabilities and Functions	Measures
Ensure all required and relevant participant information, documents and plans (e.g. Medication, Profiles, Support plans etc) are accurately recorded on relevant systems, ensuring the privacy of participants is maintained	<ul style="list-style-type: none"> ▪ Demonstrated documentation, data and audit.
A practical knowledge of human rights and the organisations purpose and values and applies the rights based approach and organisation values in own work	<ul style="list-style-type: none"> ▪ Develops a working relationship with participants that is built on trust and respect and upholds the dignity and rights of all participants as well as the NDIS Quality Standards ▪ Encourages participants to make independent decisions to their level of capacity and works effectively towards the agreed outcome as it is important to the participant.
Works collaboratively and under supervision and is able to identify and report progress and outcomes clearly whilst organising work and managing time and contributing to work plans.	<ul style="list-style-type: none"> ▪ Is a valued team member and contributes to ideas and provides feedback on activities. Reports issues of concern and follows routines and appropriate instructions in a timely manner.
Is able to listen and is able to communicate both written and verbally in a practical and respectful manner, that is clear and understandable.	<ul style="list-style-type: none"> ▪ Communicates using appropriate communication tools and communicates

	<p>calmly to de-escalate situations using clear and concise communication with facts that are relevant.</p> <ul style="list-style-type: none"> Has established relationships with relevant stakeholders associated with the participant that will benefit the support provided.
<p>Assist participants to address their practical everyday needs with a flexible approach and can identify relevant supports and services that may be required. Provides information to participants and can maintain confidentiality and awareness with sensitive matters.</p>	<ul style="list-style-type: none"> Adapts to the participants needs and what is important to the person and focuses on providing the support that is important to them as stated in their plan and meets the expected quality and quantity of supports required within the support, plan or budget. Can identify and escalate issues to their supervisor.
<p>Adheres to organisational policies and procedures and all relevant legislative, regulative and mandatory reporting requirements as well as WHS requirements. Is able to apply the NDIS Code of Conduct to all work practices and actions whilst adopting personal accountability in own role by maintaining the organisations image and reputation.</p>	<ul style="list-style-type: none"> Compliance requirements with the NDIS Code of Conduct is understood and applied to work practices and attitude and can complete tasks in an efficient and effective manner maintaining routines. Is able to accept feedback and demonstrates an understanding of resources and working with the limitations of the agreed plan and budget.
<p>Assist participants with personal care living skills and meeting their goals and needs this may be transport, education, employment, cooking cleaning to meet their goals. Is able to discuss the progress towards goals with the participant and provide social and behavioural support for participants.</p>	<ul style="list-style-type: none"> Actively encourages and assist each participant to make independent decisions to their level of capacity and work together with the participant towards the agreed outcomes that are important to the participant. <p>Demonstrates a consistent high level of support as directed by the participant</p>

	based on the agreed participation plan.
Demonstrates a commitment to ongoing skills development and attends appropriate training if and when required.	Required training is completed <ul style="list-style-type: none"> • At least 6 professional development opportunities or completed each calendar year as discussed with Supervisor
Able to resolve conflict and is able to adapt to change and open to new approaches as well as taking responsibility for improvements for practice and mitigating risks.	Makes suggestions if there are improvements that could be made as well as questioning practice and making suggestions for improvement. Actively adapts to the change within the job role and demonstrates flexibility in regards to work tasks.
Adheres to all reporting requirements and provides documentation required in relation to the participants care environment, and any incidences or accidents as well as behaviours using relevant communication and technology.	Creates and maintains records with accuracy and collects data required using the organisations database and completes all administrative tasks that are relevant to supporting a participant.

KEY SELECTION CRITERIA:

- Minimum of Certificate III in Individual Support (Disability) or equivalent qualification in a similar field
- Provide evidence of your understanding of human rights and how to apply this knowledge to your work explain how you understand the aspirations and goals of participants.
- A demonstrated ability to work in a way that is participant centered and provide an example of how you put the needs, wants and aims of the participants you are working with first.
- A demonstrated ability to manage tasks, such as showering, medication management, transport, or supporting participants to attend community activities or employment and education.
- A demonstrated ability to build strong relationships with the participants and their families as well as networks with community members and stakeholders.
- A demonstrated ability to interact with participants to give or receive facts and the ability to deal with practical issues by listening, or sharing information in a culturally appropriate and respectful manner.
- The ability to maintain appropriate documentation and effectively use computer systems such as Microsoft office and outlook as well as being able to meet reporting requirements..
- Demonstrated ability to undergo further training and professional development on an ongoing basis.
- Current NSW Working with Children Check (or willingness to obtain prior to employment)
- Current NSW Driver's Licence (or willingness to obtain prior to employment)
- First Aid Certificate (or willingness to obtain prior to employment)

ATTACHMENT A - Extract from the Social, Community, Home Care and Disability Services Industry Award 2010

B.2 Social and community services employee level 2

B.2.1 Characteristics of the level

(a) A person employed as a Social and community services employee level 2 will work under general guidance within clearly defined guidelines and undertake a range of activities requiring the application of acquired skills and knowledge.

(b) General features at this level consist of performing functions which are defined by established routines, methods, standards and procedures with limited scope to exercise initiative in applying work practices and procedures. Assistance will be readily available. Employees may be responsible for a minor function and/or may contribute specific knowledge and/or specific skills to the work of the organisation. In addition, employees may be required to assist senior workers with specific projects.

(c) Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers concerning established procedures to meet the objectives of a minor function.

(d) Employees will be responsible for managing time, planning and organising their own work and may be required to oversee and/or guide the work of a limited number of lower classified employees or volunteers. Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.

[B.2.1(e) varied by PR995399 ppc 26Mar10]

(e) Employees who have completed an appropriate certificate and are required to undertake work related to that certificate will be appointed to this level. Where the appropriate certificate is a level 4 certificate the minimum rate of pay will be pay point 2.

(f) Employees who have completed an appropriate diploma and are required to undertake work related to the diploma will commence at the second pay point of this level and will advance after 12 full-time equivalent months' satisfactory service.

B.2.2 Responsibilities

A position at this level may include some of the following:

(a) undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;

(b) achieve outcomes which are clearly defined;

(c) respond to enquiries;

(d) assist senior employees with special projects;

(e) prepare cash payment summaries, banking reports and bank statements, post journals to ledger etc. and apply purchasing and inventory control requirements;

(f) perform elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;

(g) provide secretarial support requiring the exercise of sound judgment, initiative, confidentiality and sensitivity in the performance of work;

(h) perform tasks of a sensitive nature including the provision of more than routine information, the receiving and accounting for moneys and assistance to clients;

(i) assist in calculating and maintaining wage and salary records;

(j) assist with administrative functions;

[B.2.2(k) inserted by PR995399 ppc 26Mar10]

(k) implementing client skills and activities programmes under limited supervision either individually or as part of a team as part of the delivery of disability services;

[B.2.2(l) inserted by PR995399 ppc 26Mar10]

(l) supervising or providing a wide range of personal care services to residents under limited supervision either individually or as part of a team as part of the delivery of disability services;

[B.2.2(m) inserted by PR995399 ppc 26Mar10]

(m) assisting in the development or implementation of resident care plans or the planning, cooking or preparation of the full range of meals under limited supervision either individually or as part of a team as part of the delivery of disability services;

[B.2.2(n) inserted by PR995399 ppc 26Mar10]

(n) possessing an appropriate qualification (as identified by the employer) at the level of certificate 4 or above and supervising the work of others (including work allocation, rostering and providing guidance) as part of the delivery of disability services as described above or in subclause B.1.2.

B.2.3 Requirements of the position

Some or all of the following are needed to perform work at this level:

(a) Skills, knowledge, experience, qualification and/or training

(i) basic skills in oral and written communication with clients and other members of the public;

(ii) knowledge of established work practices and procedures relevant to the workplace;

(iii) knowledge of policies relating to the workplace;

(iv) application of techniques relevant to the workplace;

(v) developing knowledge of statutory requirements relevant to the workplace;

(vi) understanding of basic computing concepts.

(b) Prerequisites

(i) an appropriate certificate relevant to the work required to be performed;

(ii) will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;

(iii) appropriate on-the-job training and relevant experience; or

(iv) entry point for a diploma without experience.

(c) Organisational relationships

[B.2.3(c)(i) varied by PR995399 ppc 26Mar10]

(i) work under regular supervision except where this level of supervision is not required by the nature of responsibilities under B.2.2 being undertaken;

(ii) provide limited guidance to a limited number of lower classified employees.

(d) Extent of authority

(i) work outcomes are monitored;

(ii) have freedom to act within established guidelines;

(iii) 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.