



Position Description

Direct Support Worker - General

Date: March 2023

Division: Corporate and Community

Position title:	Direct Support Worker
Classification:	Homecare Worker - Grade 2
Reports to:	Manager Community Care
Direct reports:	Nil
Liaison:	Internal – Consumers of Tablelands Community Support and other Staff. External – Medical Practitioners, family of consumers of Tablelands Community Support, Allied Health professionals, community members, consumers and carers.
Position purpose:	Provide direct support to Council's TCS consumers, including people who are older and people who have a disability; to facilitate choice, control and promote and maximise independence in their own homes. This position is subject to ongoing Commonwealth funding.
<p>All activities comply with all Work Health and Safety legislation, policies and procedures.</p> <p>This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document.</p> <p>All staff are expected to demonstrate behaviours that align with Council's core values, Code of Conduct, Work, Health and Safety and Equal Employment Opportunity Principles.</p>	

1. Organisational Commitment

Employees are required to work in a manner that is consistent with legislative requirements and the Uralla Shire Council mission, values and customer service:

Mission: Uralla Shire Council listens to and facilitates the aspirations of the community.

Values: Unity We succeed as a team with integrity and accountability
Indicators: no dishonesty; mistakes are identified and corrected.

 Safety Keeping our people and community safe
Indicators: Hazard reporting is high; incident occurrence is low.

 Commitment to Service We use resources efficiently in an equitable manner
Indicators: Council service is fair, tailored and within resources.

Council service principles:

Respect	All People are equal
Accountability	In the interest of the community
Honesty	We act on facts
Efficiency	Value-for-money use of resources
Equity	We are genuinely fair
Communication	We are clear and concise

Accordingly all employees are to demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2.Duties, Responsibilities, Competencies and Accountabilities

Core Duties and Responsibilities

Work with service user to support them to achieve their goals through:

1. Provision of quality consumer support under supervision and direction as outlined in the Support Plan / Care plan individual to each consumer, including, but not limited to:
 - a. Assist consumers with activities of daily living, hygiene (showering, toileting etc.), dressing, grooming, mobility, eating and drinking as per care plan.
 - b. Assist Home Support consumers to participate in the community by providing social support including, but not limited to, shopping, banking, attending appointments, letter writing, having a chat and coffee etc.
 - c. Provide domestic assistance which may include: dusting, vacuuming, sweeping, mopping, meal preparation, washing dishes, changing bed linen, clothes washing, ironing, cleaning bathroom/toilets, cleaning fridges and unaccompanied shopping.
 - d. Other support functions the service user may need to meet their goals (within reason).
2. Contribute to the development of consumer support plans/care plans as required.
3. Observe and report promptly any changes or concerns in a consumer's health, wellbeing or behaviour to immediate supervisor.
4. Provide carers with respite from their caring role by supervising and assisting consumers for a period of time.
5. Safely transport individuals as required.
6. Assist in meal preparation as required.

Employee will be required to:

1. Maintain strict confidentiality in regard to consumer records and information.
2. Maintain an awareness and understanding of appropriate professional barriers during consumer interactions, where the focus remains on the consumer and their interests.
3. Comply with WH&S including identification and reporting of hazards in off-site locations.
4. Perform risk assessments on all consumers, venues and activities whilst exercising due diligence in relation to any risk.
5. Consider the 'duty of care' owed to the consumer, alongside their right to respect, self-determination, independence and dignity.
6. Participate in continuous quality improvement activities and training when required.
7. Attend training as required to fulfil the responsibilities of the position.
8. Promote the image of Council in a positive manner and actively work to promote good public relations.

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), notwithstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

The incumbent will be required to have competencies and accountability relevant to the position, in-line with those set out in the Local Government, Aged, Disability and Home Care (State) Award – Grade 2. They are as follows:

Shall mean a person who satisfies the requirements of Grade 1 and has progressed to Grade 2.

An employee at this level shall be competent in carrying out simple personal care, housekeeping and tasks relevant to assisting consumers to maintain their independence in their own homes and may be required to perform the duties of Handyperson as defined.

Optional training shall be provided to employees at the request of the employees at this level to equip employees to apply for positions at Grade 3.

Grade 2 employees may be required to perform complex tasks required of a Grade 3 employee from time to time, within their competence, and shall be paid at the rate for Grade 3 whenever such duties are performed for periods in excess of five hours per week.

Where the employer requires the employee to perform any or all of the tasks set out below, relevant to a Grade 2 position, the employee must possess relevant skill and competence to perform such tasks. Where the employee does not possess such skills and competence, appropriate training shall be provided.

Performance Measures

As per those set out in the annual performance assessment. Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Council's Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to adhere to objectives and budgets.

3 Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.

- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to one's professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures to maintain currency and relevance.
- Store and maintain corporate records in Council's electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.

- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

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, electronic devices and other 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 consumer in their homes and attend to household cleaning duties on a regular basis.

4 Selection Criteria

Required qualifications and licences

Certificate 3 in Aged Care Work or equivalent educational attainments and/or demonstrated experience in a similar role.

Hold and retain a C Class Drivers Licence

Hold and retain a Current First Aid Certificate.

Immunisation against Hepatitis B (desirable).

NDIS Worker Screening Clearance or ability to obtain

Essential Criteria

Demonstrated experience working in a similar position.

Commitment to providing positive support to consumers in Aged Care and Community Services environment

Sound interpersonal and organisational skills.

Demonstrated oral communication skills.

Demonstrated ability to identify and resolve problems.

Demonstrated ability to work as part of a team and individually.

Empathy and personal skills to work with older service users and/or those with a disability.

Superior attention to detail and delivery of high quality work in relation to provision of tasks to service users.

Desirable Criteria

Previous experience in Home Care or Residential setting

5. Acknowledgment

I have received and read the position description as detailed above.

Signature:

Date:

Name:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are reviewed to maintain currency and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.