

Support Worker – Disability and Inclusion Position Description

Directorate	Vinnies Services
Reports to:	Team Leader
Direct reports:	nil
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Delivery of effective and efficient services with core focus on quality, flexibility, customised service designed for people living with a disability.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical Governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service Innovation and Business Development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Disability Support Worker will:

- Contribute to the successful implementation of the Strategic Plan within their directorate.
- Provide a variety of supports to participants and work in cooperation with the Disability and Inclusion division in a way that is consistent with a person we assist support plan.
- Ensure that participant support is consistent with the NDIS principals and the Quality and

Safeguard Commission requirements, including demonstrating support consistent with person-centred practices.

- Provide support to people with disabilities in areas such as personal care, health and well-being, accessing the local community, learning independent living skills and implementation of all supports in accordance to their funded support needs.
- Work with participants to increase capacity, independence, and community connections.
- Ensure relevant and appropriate participant information is communicated to relevant stakeholders.
- Maintain client records, data collection and reports in a professional manner as per service policy.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Adhere to risk management protocols and procedures that are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Deliver targets and results within individual participants plans in the appropriate timeframe.
- To promote empowerment, choice and control and community inclusion of people living with disabilities and their families.

Key working relationships

In addition to staff with the Disability and Inclusion division, and their direct reports, the Disability Support Worker will foster close working relationships with:

- Support Coordinators (Vinnies Services);
- Field Technology Support Partner (Corporate Services)
- Learning and Development team (People and Culture)

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- 'People we serve' centric: (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- Values based leadership: (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- Impact focus: (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- Collaboration: (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- Change leadership: (Level 1) Support the implementation of change.
- Team performance: (Level 1) Develop own performance and contribute to team performance.
- Digital engagement: (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- Innovation and improvement: (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- Financial acumen: (Level 1) Use the Society's resources responsibly.

Role-specific criteria

- Certificate III in Disabilities or equivalent;
- Demonstrated experience in the delivery of person-centred services to clients, including customer services skills.
- Experience with or understanding of maintaining records of service delivery, or ability to acquire the knowledge.
- Excellent written and oral communication skills
- High-level interpersonal skills, including the ability to work in a multifunctional team and to interact with a broad cross-section of people.
- Certificate of completion for The NDIS Worker Orientation Module – Quality, Safety & You or willingness to obtain Certificate of completion.
- NDIS New Worker Screening

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.