

DISABILITY SUPPORT WORKER

A. POSITION SUMMARY

Position Title:	Disability Support Worker		
Reports To:	Client Services Manager/ Business Manager	Award	Social, Community, Home Care and Disability Services Industry Services Award (“the Award”)
Located:	Preston, VIC 3072	Classification:	Award Classification Range Level 1.1 to 1.3
Date:	June 2019		

B. ORGANISATIONAL CONTEXT

Victoria People Solutions Pty Ltd (VPS) currently delivers a range of integrated programs and services for adults with intellectual, developmental, and physical disabilities. The programs and services include Client Management, Community Participation, Training in Public Transportation, Cultural and Recreational Activities, and Supported Living at home.

As an NDIS registered provider we strive for positive outcomes for the people we support, empowering them to be connected, engaged and valued members of the broader community. Our mission is to *support all Victorians to live a fulfilling life*.

We firmly believe that the foundation of continued success is our values-based, high performance culture. We are **accountable** for delivering on our word; **respect** our colleagues and encourage the pursuit of their development, rewarding performance and celebrating achievements; embrace **excellence** as a guiding principle to continually challenge ourselves; are **caring** and committed to act with compassion, integrity and honesty; and work together to **make a difference**, valuing our uniqueness and embracing our diversity.

C. JOB CONTEXT

VPS offers personalised services and supports to people with disability and their families. Disability Services is a dynamic and growing area with the once-in-a-generation rollout of a National Disability Insurance Scheme. People with disability and their families are finally in the position to choose the support they need, who will provide it and what price they will pay.

The VPS Disability Services Team embraces a positive strength-based approach that seeks to engage participants within the community to maxing participant engagement. The Disability Services Programs are guided by the National Disability Services Standards.

D. JOB PURPOSE & OVERVIEW

This position works under regular supervision, and involves assisting people with daily living tasks, and community inclusion and participation activities. Tasks are undertaken in the context of supporting the person to maintain their wellbeing, explore opportunities and work towards agreed outcomes that are important to, and for, the person.

E. KEY PERFORMANCE AREAS

Key responsibility areas	Capability requirements	Key performance measures
<p>Sector and organisation purpose and values</p>	<ul style="list-style-type: none"> • A practical general knowledge of a human rights-based approach and the individual and community context, and sector and organisation purpose and values. • Applies the rights-based approach and sector and organisation values in own work. 	<ul style="list-style-type: none"> • Develops an appropriate supportive working relationship with each person supported. • Gains the confidence, trust and respect of each person supported. • Recognises the importance of dignity and the rights of each person they support. • Provides support in line with all other aspects of the disability service standards and the organisation’s mission and values.
<p>Leadership and teamwork</p>	<ul style="list-style-type: none"> • Works collaboratively with team members. • Works under regular supervision reporting progress and outcomes. • Able to organise own work, manage time and contribute to work planning. 	<ul style="list-style-type: none"> • Works and interacts positively with peers as part of the team. • Contributes ideas and provides feedback on work activities. • Utilises own interests and experience to

Key responsibility areas	Capability requirements	Key performance measures
		<p>benefit and enhance team and customer outcomes</p> <ul style="list-style-type: none"> • Speaks up and reports issues of concern. • Follows reasonable and appropriate instructions as set out by the individual purchasing VPS supports, the individual's therapy team and VPS management. • Follows routines and /or timetables and completes tasks on time.
<p>Communication</p>	<ul style="list-style-type: none"> • Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner. • Interacts with people to give or receive straightforward facts. • Deals with people on practical issues, adjusting communication as needed. 	<ul style="list-style-type: none"> • Understands what is being communicated by each person supported and is able to feedback what is important to them. • Achieves a positive relationship with each person supported using appropriate communication tools. • Communicates calmly to de-escalate situations.

Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> • Minimises conflict. • Continues to build a network of relevant contacts. 	<ul style="list-style-type: none"> • Advocates in specific situations on behalf of each person supported, e.g. in the community; assisting at a social or recreational event. • Uses clear and concise communication. • Provides relevant, clear and factual written information. • Develops appropriate relationships with relevant people associated with the person that will benefit the support provided.
Customer relationships	<ul style="list-style-type: none"> • Assists customers to address their practical straightforward needs and expectations. • Adopts a flexible approach. • Has working knowledge of available supports and services. 	<ul style="list-style-type: none"> • Adapts to the individual needs and to what is important to each person supported. • Focuses on delivering the supports important to the customer and agreed as part of their plan. • Meets reasonable expectations of quality, quantity and timeliness of supports within

Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> • Undertakes communication and liaison with customers. • Demonstrates confidentiality and diversity awareness. • Provides information and can refer to others. • Understands relevant stakeholder relationships and the importance of these. 	<p>the agreed supports / plan / budget.</p> <ul style="list-style-type: none"> • Develops positive relationships with each person supported and their family, carers, etc. • Escalates issues appropriately and makes appropriate referrals to more experienced staff.
Personal accountability	<ul style="list-style-type: none"> • Adheres to organisation policies and procedures and all relevant government legislation and standards, including workplace health, safety and wellness responsibility. • Identifies quality variations against standards and procedures in own work area. 	<ul style="list-style-type: none"> • Complies with disability services standards and organisational policies and procedures relevant to the role. • Shows understanding of own role, personal responsibility and ownership of contributions. • Efficiently and effectively completes agreed job tasks.

Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> • Adopts personal accountability in own role. • Uses resources efficiently. • Maintains organisation's image and reputation in context of own role. 	<ul style="list-style-type: none"> • Works according to plan / maintains routines • Takes on board, accommodates and accepts feedback. • Shows understanding of maximising resources and working within the limitations of the agreed plan and budget. • Aware of how to present self as a role model on behalf of the organisation and in line with community expectations.
Innovation	<ul style="list-style-type: none"> • Appreciates the need for resourcefulness, creativity and adaptability within role boundaries. • Open to new approaches. • Takes responsibility for continuous improvement and risk mitigation in own work. 	<ul style="list-style-type: none"> • Makes suggestions supporting continuous improvement within own role. • Questions things and suggests possible solutions. • Shows flexibility in approach to work tasks. • Actively seeks creative solutions to

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	<ul style="list-style-type: none"> Resolves routine problems. Suggests changes. 	<p>overcome barriers in providing support.</p> <ul style="list-style-type: none"> Actively adapts, accepts and is willing to change within the context of the job role and wider organisation or community changes.
Experience and qualifications	<ul style="list-style-type: none"> Equivalent to Certificate III or above in relevant studies or equivalent experience. Is capable across the full range of competencies required. 	<ul style="list-style-type: none"> Shows commitment to ongoing skills development. Attends appropriate training for role.

F. REQUIREMENTS

Key responsibility areas	Capability requirements	Key performance measures
Person centred knowledge and	<ul style="list-style-type: none"> Develops a practical understanding of: the range of goals and aspirations that might 	<ul style="list-style-type: none"> Respects what is important to each person supported and assists them to explore

Key responsibility areas	Capability requirements	Key performance measures
application	<p>be identified by a person with a disability, the process of implementing a person's individual plans, and the customisation of service offerings/supports and procedures.</p> <ul style="list-style-type: none"> • Builds understanding of the person-centred approach. 	<p>related opportunities.</p> <ul style="list-style-type: none"> • Actively encourages and assists each person supported to make independent decisions to their level of capability. • Works effectively towards the agreed outcomes that are important to the person. • Delivers consistent high-quality support as directed based on the agreed customer plan.
Personal care, skill development and support	<ul style="list-style-type: none"> • Assists people with personal care, living skills, transport and with meeting other goals and needs. • Develops a basic understanding of the range of care requirements. 	<ul style="list-style-type: none"> • Shows awareness of and follows directions for the delivery of support to meet each person's personal care, health and wellbeing support needs. • Collects, records and monitors data and other information on progress as directed.

Key responsibility areas	Capability requirements	Key performance measures
	<ul style="list-style-type: none"> • Gathers information through awareness and observation. • Is able to discuss progress with goals and provide straightforward emotional, social and behavioural support for people with a disability. • May provide information on other services. 	<ul style="list-style-type: none"> • Escalates or reports back on areas of concern. • Follows individual care/health and support plans and shows understanding of the practical impact on daily living. • Shows awareness of safety and preventative actions required. • Demonstrates an understanding and application of 'duty of care' for each person supported.
Participation and inclusion	<ul style="list-style-type: none"> • Supports a person with a disability and their family/carers in the areas of life learning, participation, employment and inclusion in the community. • Supports people and families in accessing 	<ul style="list-style-type: none"> • Follows plans and programs for support provided within home, community and group environments. • Proactively organises when needed to enable a program / activity to be accessed by each person supported, seeking

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	<p>agreed community activities.</p> <ul style="list-style-type: none"> Assists in organising individual and/or group activities, outings, transport. 	<p>assistance when needed.</p> <ul style="list-style-type: none"> Assists each person to safely explore opportunities to expand the likelihood of participation and inclusion at home and in their community.
<p>Community engagement and education</p>	<ul style="list-style-type: none"> Has a general knowledge of community networks and links with direct service provision. Presents people with a disability positively and educates others in the community. Works effectively with volunteers. 	<ul style="list-style-type: none"> Assists each person supported to access and be involved with the community as part of community-based activities; e.g. as a purchaser of goods and services; a volunteer, voter, church goer, member of a club or interest group, etc. Applies knowledge of formal and informal supports relevant to each person supported. Role models dignified and respectful interactions with members of the broader community.

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		<ul style="list-style-type: none"> Assists each person supported to be as independent as possible in community-based activities.
Reporting, documentation and administration	<ul style="list-style-type: none"> Adheres to reporting, documentation and administrative requirements about a person's self-care environment, accidents/incidents and/or behaviour. Maintains appropriate notes in relation to the person and other documentation to required standard. Uses relevant communications and technology systems, including for creating/maintaining service records and for billing purposes. 	<ul style="list-style-type: none"> Clearly creates and maintains records, understanding the requirements for accuracy. Collects data using organisation systems. Demonstrates a use of and willingness to enhance the use of technology on the job. Accurately completes administrative tasks that are relevant to the support being provided.

G. OTHER REQUIREMENTS

- Current nationally recognised Police Check
- Current Victorian driver's licence
- Current Working with Children Check
- First Aid, including CPR
- Willingness to undertake a pre-employment check: Disability Worker Exclusion Scheme, in place in Victoria since Nov 2017.

VICTORIA PEOPLE SOLUTIONS is a committed Child Safe organisation.

Our Code of Conduct, relevant policies and procedures ensures this remains a priority at all times, especially during the recruitment process.

H. APPLICATIONS

Applicants will be required to submit a cover letter addressing the Key Selection Criteria outlined in the Position Description, along with a resume/CV detailing the applicant's recent relevant experience.

To apply for this role, please contact the hiring manager at admin@victoriapeoplesolutions.com.au

I. ACCEPTANCE

In signing the below, I accept the above position outline as reference to the expectations that I deliver on within this position. Should I not understand any of the above content, I will seek my supervisor out for further guidance.

Employee Name	Employee Signature and Date
Supervisor Name	Supervisor Signature and Date