

JOB DESCRIPTION AND POSITION SPECIFICATION

POSITION TITLE: Community Support Worker

CLASSIFICATION: Level 2 of Disability Living Inc Enterprise Agreement 2016

RESPONSIBLE: Team Leader

PREAMBLE

We believe in the inherent right of people with disabilities to have choice and control over their lives and support their right to be active citizens enabling them to participate fully in the community. Underpinning disAbility Living's mission which is "Fostering an inclusive community that supports people to make real choices about how they want their life to be" it is imperative that we align with disAbility Living's **CREDIT** Culture with our service delivery systems and processes.

Communication

We will listen and communicate effectively and with consideration in order to better understand each other.

Respect

We will show regard and consideration for people's feelings.

Empowerment

We will encourage, support and enable individuals to control their own lives.

Dignity

We will ensure that the innate right to respect and ethical treatment is upheld in our actions and communications.

Insight

We will be aware of, and develop, an understanding of the motivation behind an individual's actions, thoughts and behaviour, so as to maximise the benefits of the supports we provide.

Trust

We will ensure that our integrity, strength and ability in assisting others are not abused.

disAbility Living's values such as Inclusive, Capacity, Quality, Advocacy, Supportive Workplace & Strong Governance support the CREDIT Culture. These values drive how we conduct our business and how we behave. Specially, the CREDIT culture allows for our organisation to see each other as human beings with similar experiences, rights and feelings.

Summary of the broad purpose of the position in relation to the organisation's goals

Responsible to the Team Leader for the efficient and effective provision of physical and lifestyle support services to clients. To work in a team environment and promote a positive image of disAbility Living Inc to Clients, family members, employees, other agencies and the broader community.

RESPONSIBILITIES AND DUTIES:

1. Organisational Culture

Ensure the values and philosophies of the organisation, in particular the rights of individuals living with disabilities are upheld by:

- Recognising the dignity and equal rights of all humans by adhering to the Universal Declaration of Human Rights at all times.
- Promoting and supporting the ability and contribution of people with disabilities.
- Ensuring service delivery meets the objectives of the National Disability Service Standards.
- Ensuring service delivery takes cultural and ethnic diversity into consideration.
- Promoting disAbility Living's C.R.E.D.I.T. Culture.
- Providing an environment in which individuals are empowered to make decisions and achieve as much independence as possible.

2. Statement of Key Outcomes/Activities

- Maximise the Clients' potential for personal development by consulting with them on their preferred lifestyles and activities.
- Assist Clients to gain maximum physical and psychological independence by the implementation of appropriate daily living/social skills awareness and improvement programs in conjunction with other team members.
- Provide appropriate physical, emotional, recreational and social care and support to the Clients.
- Report any matters affecting the general health and welfare of the Clients to the Supervisor.

In consultation with the Team leader:

- Arrange for the medical, dental, educational, psychological and other appropriate services for the Clients.
- Maintain a daily log and diary of significant events in the functioning of the house.
- Liaise, co-operate and participate in the preparation and implementation of purposeful lifestyle programs for Clients.
- Liaise with team members in the dissemination of information pertaining to Clients. To attend employee meetings, individual program plan meetings, employee training and other meetings as required by the organisation.
- Assist Clients to meet their individual physical, social and emotional needs.

Personal Care

- Depending on the Client's needs, the following personal care services are to be provided:
- Bathing assistance.
- Care of hair, scalp, nose, ears, teeth, feet and nails.
- Toilet assistance and hygiene.

- Dressing and undressing, hair and make-up.
- Preparation, cutting up and feeding of food,
- Assist with PEG feeds.
- Transferring assistance.
- Assisting with fitting of appliances eg; callipers, splints.
- Administering and recording medication.
- General hygiene.
- Attention to the needs of the Clients as required during passive hours of duty,
- To be on call during passive hours when undertaking a sleep over relief shift.

Social Care

- To assist Clients to access social engagements they express interests in.
- To share common interests with Clients.

Domestic Care

- Assist the Clients in developing the skills to undertake domestic tasks for themselves.
- Assistance in maintenance of bedroom, including bed-making, linen changing etc.
- Laundry and ironing.
- Ensure adequate maintenance of Clients ' clothing and footwear and encourage Clients reporting and assistance with same.
- Assistance in the care of wheelchairs, including cleaning and checking for road worthiness.

Household Maintenance

- Assist with planning and preparation of daily menu on rostered days.
- Assist the Clients with food preparation and cooking.
- Assist the Clients to wash dishes and food preparation items etc.
- Assist the Clients s with duties required to maintain their residence in a reasonable state of tidiness and cleanliness.
- Maintain the house internally and externally in a good state of repair, and make recommendations as are necessary to replace, repair or develop such items of the house as would need the services of a trade person or other professionally qualified person.

Outside Duties

- assist Clients with sweeping of paths
- placing rubbish in bins
- watering plants, garden and lawns
- tending the garden
- cleaning work vehicle
- Undertake other duties as requested and in consultation with Clients
- Exercise a duty of care in providing services to Clients.
- Conduct all work practices in accordance with safe working practices.
- Observe all Occupational Health and Safety policies, follow directions and report all Occupational Health and Safety matters to the Health and Safety representative or the Managing Director.
- Take reasonable care to:
- Protect one's health and safety at work.
- Avoid adversely affecting the health or safety of any other staff member through any act or omission at work.
- Shall so far as reasonable use equipment provided for health and safety purposes.

- Abide by any future policies as determined by the disAbility Living Inc Board of Management. It should be understood the above duties may be subject to change, and that such additions and or amendments to the duties will be advised for comment by the Managing Director prior to being included in the Position Description.

3. Professional Development

Continue to develop professional skills, knowledge and experience by:

- Attending information sessions, training and workshops relevant to the position with disAbility Living.
- Updating knowledge with regard to changes in standards and legislation relevant to service provided.

4. Service Development

Provide the best possible service to individuals by participating in and contributing to:

- Work practices which reflect disAbility Living's mission, values and policy.
- Working collaboratively and communicating effectively with disAbility Living clients, families, employees, and management team.
- Ensure the development of and adherence to organisational policies procedures and processes.
- Meetings and planning sessions.
- The evaluation, planning and implementation of the organisation's strategic objectives.

5. Data and Records Management

Comply with legislative and administrative requirements in the creation, handling and reporting of information regarding individuals, staff, volunteer and service delivery by:

- Adhering to disAbility Living's policies relating to confidentiality and records management.
- Ensuring that information and data collected is accurate and up to date.
- Providing reports as requested for the purposes of research, funding requirements and service evaluation and development.
- Adhering to the organisation's Quality Systems, including conducting Service Excellence review and participating in Continuous Improvement Reviews (Audits).
- Ensuring that required statistical information and other administrative records are adequately maintained and reported on.

6. Work Health & Safety

Ensure Work Health and Safety policies and procedures are followed by:

- Reading and understanding WHS policies and procedures.
- Implementing and monitoring all policies, procedures and work practices in line with WHS legislations and organisational requirements.
- Reporting all WHS risks, hazards and near misses.
- Using equipment provided for health and safety purposes, and implementing all reasonable instructions given in relation to health and safety at work.
- Taking responsibility for own observance of safe work practices and safe work environment and undertake no actions or omissions which will adversely affect the health and safety of others.
- Ensuring all staff work in a safe way and observe Work Health and Safety policies, procedures and safe work practices.

7. Reporting Relationships:

The position reports to: Team Leader

Staff reporting to the position: Nil

8. Special Conditions:

- Must be prepared to work over a 7 day roster, including mornings, evenings, weekends, public holidays and sleepovers.
- Must be prepared to relocate within any of disAbility Living's services if the need arises.
- Some work outside of normal rostered hours may be required.
- A current Australian driver's licence and a willingness to drive disAbility Living Inc's vehicles are essential. Use of your own vehicle will be required from time to time whereupon you will be reimbursed.
- Current Manual Handling Certificate (obtained within the last 12 months of commencement date) and physical ability to undertake manual handling procedures (satisfactory Functional Capacity Evaluation with a practitioner of disability Living's choosing and discretion may be required).
- Appointment to any position within disability Living Inc. is subject to a National Criminal History Check through the Department of Communities and Social Inclusion that is accepted by the Managing Director.

9. Hours of Duty

- As per Fortnight Rostering.
- Support Workers are requested to relieve others from time to time in the case of sick leave and annual leave.

PERSON SPECIFICATION

Personal abilities/aptitudes/skills

- Ability to perform as an individual, with limited direction as well as contribute to a team.
- Ability to communicate effectively with individuals with disabilities, their families and significant others.
- Excellent oral and written communication skills.
- Proven service experience and professional integrity.
- Ability to develop effective systems and procedures.
- Skills in group facilitation.
- Excellent sense of humour.
- Genuine empathy for other people.
- Excellent problem solving ability and initiative.
- Excellent organisational and time management skills.
- Ability to advocate on behalf of disadvantaged persons or groups.
- Ability to train, mentor and impart skills and knowledge to staff.
- Proven ability to network, communicate and negotiate effectively with community and other organisation's senior management, health providers and medical professionals.

- Competent in the use of Microsoft Office and database applications.

Knowledge and Experience

- Experience in community-based accommodation services.
- Excellent understanding of WHS processes and standards.
- "Normalisation" principles
- Disability Services

Qualifications

- Certificate III in Disability Work or the willingness to obtain Certificate
- Current Australian Driver's Licence
- Manual Handling
- First Aid Certificate
- Medication Administration Certificate

I have read and understand the requirements of the above position description.

Employee Name

Employees Signature..... Date/...../.....

Managing Director Signature..... Date/...../.....