



# Position description

## Disability Support Worker

### Position description

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<b>Position title</b>	Disability Support Worker		
<b>Classification definition</b>	Social and Community Services (SACS) Employee Level 2		
<b>Status</b>	Full Time, Part Time and Casual		
<b>Location</b>	As established by roster, and subject to organisational requirements		
<b>Classification level</b>	SACS Level 2		
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010		
<b>Industrial Agreement</b>	Tasmanian Disability Services Industry Multi Employer Enterprise Agreement 2011		
<b>Reporting to</b>	Team Leader / Regional Manager		
<b>Date approved</b>	November 2016	<b>Position Number</b>	PD01

### Working environment

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#### Code of conduct

All employees must abide by the Organisational Code of Conduct and the NDIS Code of Conduct.

#### Work health and safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

#### Performance review

Performance reviews will be conducted using the organisation's Performance Management Process.



## Position summary

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A Disability Service Worker at this level provides direct care assistance and support for clients of the Organisation. These supports may be delivered in a Multicap Tasmania owned or leased building, in a client's home location, or in the community.

## Service objectives

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To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment
- Efficient follow through of any tasks until completion or as otherwise agreed with by the site co-ordinator or delegated staff
- Consideration, understanding and respect for clients and their families
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs

## Level of responsibility

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This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general guidance by the immediate supervisor of the relevant program in which the Disability Service Worker is working. The employee is required to 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.

## Supervision

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A Disability Service Worker at this level works under general guidance and operates within established routines, methods, standards and procedures and is responsible for managing time, planning and organising their own work and may be required to provide limited guidance to a limited number of lower classified employees.

## Key tasks and duties (including Key Performance Indicators)

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Disability Support Workers provide direct care and support to Multicap Tasmania clients in a variety of settings. They have responsibility for:

- ensuring that support plans are understood, followed and result in high quality services being provided to Multicap Tasmania clients
- provide services as required, and as specified in established processes and plans, across some or all of the following broad functions
  - personal care, including personal hygiene, medication, and assistance in feeding as required
  - community and social participation
  - skill development and/or skill maintenance activities
- following organisational workplace health and safety practices, including but not limited to manual handling and safety procedures in organisational vehicles
- reporting WHS incidents according to organisational procedures
- reporting any incidents or suspicions of client abuse (including physical, sexual, financial, psychological and neglect), following organisational procedures
- making a positive contribution to the team, assisting work colleagues as required to ensure a pleasant workplace environment
- maintaining all required client documentation in accordance with organisation procedures, using either paper based or IT based recording systems, and maintaining required privacy requirements
- maintaining a current knowledge of organisational policy and procedures
- using IT systems for communication and efficiency of information flow, including but not limited to organisational email
- maintaining all required accreditations, as well as undertaking self-development activities appropriate to working within the sector
- undertaking client transport duties as rostered and / or directed from time to time.
- performing other duties incidental to key duties and / or coordination tasks as directed from time to time

### Key Performance Indicators (KPIs)

- High quality client support - Provision of high quality client support - client's needs are met as detailed in their support plans
- Documentation - Provide feedback on individual client's behaviour issues and progress with program activities through designated reporting mechanisms.
- Confidentiality - The dignity of clients and their confidential information is maintained.
- Compliance - Organisational policies and procedures are adhered to, including the Code of Conduct
- WHS – Active contribution to maintaining a safe working environment

- Contribution to team - Participate in team based and other service co-ordination processes, including de-briefing, team meetings, staff development Initiatives, collaboration with colleagues in client group program activities, training sessions and workshops.
- Self-Development – Actively participate in self development activities.
- Multicap Tasmania is focussed on measuring performance and recognising when you do a great job.
- Our formal performance assessment process includes an annual performance appraisal by your Team Leader / Coordinator / Manager.
- You will also be encouraged to play an active role in ongoing, informal reviews of your job performance.

## Qualifications

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- An appropriate certificate relevant to the work required to be performed;
- 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;
- Appropriate on-the-job training and relevant experience; or
- Entry point for a diploma without experience

## Selection criteria

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### Essential

1. Effective Communication Skills
2. Cheerful, positive and reliable
3. Caring and non-judgemental attitudes
4. Current Tasmanian Driver Licence
5. Current First Aid and CPR certificates
6. Current Registration to Work with Vulnerable Persons ('Working with Children' Check)
7. Certificate of Completion of the 'Quality, Safety and You' - NDIS Worker Orientation Module

### Desirable

1. Certificate III in Disability Work or the desire and ability to obtain
2. Experience in working with the client group
3. Understanding of the support needs of people with a disability
4. Knowledge of the Tasmanian Disability Services Act 1992 and legislated standards
5. Current Medication Endorsement certificate



## Signatures

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### Signed for and on behalf of the organisation

Name \_\_\_\_\_

Signature \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

### The employee

I acknowledge that my duties and responsibilities are as outlined in this position description.

I further acknowledge that my duties may be varied from time to time.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_