



POSITION TITLE:	DISABILITY SUPPORT WORKER
REPORTS TO:	SERVICES COORDINATOR
EMPLOYMENT CONDITIONS:	CASUAL
AWARD	SCHADS Award 2010
CLASSIFICATION	Level 2 (Attendant Carer Grade 2) Yr. 1

## **Organisational Context**

### **Our Mission**

United Care Australia's mission is to build a vibrant, client-centered, home care service that enables our clients to lead an empowered and independent life.

### **Our Vision**

Our vision is to provide high quality care and support to people with disabilities and older Australians who desire to continue to live an independent life within their home and connect with their community

### **Our Core Values**

Our Vision and Mission will be achieved through the application of our core values, these include:

- Showing respect, dignity, compassion and empathy to all clients and treating them as individuals;
- Ensuring client centeredness in the design of our programs and services;
- Nurturing a positive and vibrant work environment that promotes safety, job satisfaction and team work;
- Recruiting and supporting high quality staff;
- Ensuring strong leadership of our organisation and being accountable for all our resources and our people.

### **Organisation context**

United Care Australia was established in August 2017. Our plan is to build a vibrant service that is supported by committed and qualified people who understand the needs of the communities we serve.

Our tagline promise 'where every person matters more', demonstrates our commitment to individualised care and support.

UCA provides a comprehensive range of home and community-based services and activities to assist eligible people with disability and their carers to remain living within their homes and in the community, and importantly, to maintain their well-being, independence and dignity.

UCA is committed to the provision of fair, equitable and inclusive services. In doing so we recognise and acknowledge the cultural diversity of Victoria and the range of needs and characteristics within our community, including (but not limited to) cultural diversity, sexual orientation and gender identity, age, health, socio-economic status, faith and spirituality, and the needs of Aboriginal or Torres Strait Islander background. These aspects are considered in our service provision and planning.

As a valued customer/staff member/volunteer, every person deserves the very best care they can possibly get through us. We will make every effort to ensure that every person is happy with our service, and if they have a concern, we urge them to tell us about it. This is how we will improve and grow as a responsive service provider.

### **Job Purpose**

The role of a Disability Support Worker is to support people with a disability with all aspects of everyday living – personal care, washing, cleaning, laundry, preparing and cooking meals and shopping, whilst ensuring that they have maximum opportunity for developing valued and valuing lifestyles, addressing individual needs and enhancing their independence, ability, community participation and quality of life.

### **Interpersonal relationships may include:**

#### **Internal:**

- Team members
- Care Coordinator /Shift Supervisor
- Community Living Manager
- Business Services staff
- Disability Support teams
- Other staff

#### **External:**

- Clients
- Families/friends and other carers
- Local community
- Other disability services
- Advocacy groups

### **Special conditions**

#### **Essential**

Prior to employment with United Care Australia you must provide the following;

- A new criminal history check
- Hold a current Working with Children Check
- Evidence of Australian Residency/citizenship or provide the current, relevant Visa to work within Australia

- If you have lived overseas for 12 months or more, provide a current International Police Check
- It is a condition of ongoing employment with UCA that you must;
  - update your Criminal History Check annually as required throughout the period of employment with UCA.

### **Key Result Area / Main Responsibilities**

1. Abide by the UCA Code of Conduct and the DHHS Code of Conduct for Disability Workers <https://providers.dhhs.vic.gov.au/code-conduct-disability-workers>
2. Carry out designated duties/tasks as per the service duty roster, and other reasonable duties as instructed by the employer from time to time.
3. Perform direct care duties for individual clients as specified in the Personal Care Profile including (but not limited to):
  - ☐ Showering/bathing
  - ☐ Dressing/grooming
  - ☐ Toileting
  - ☐ Preparing meals
  - ☐ Assisting individual clients to eat their meals
  - ☐ Providing clients with additional support where required, such as gastrostomy feeding where appropriate training has been provided.
  - ☐ Assist with client's physical and mobility requirements in accordance with training provided and the relevant workplace health and safety standard, including transferring of clients.
4. To provide other support to individual clients as required such as:
  - ☐ Personal administration
  - ☐ shopping for and with clients
  - ☐ banking and paying bills (where applicable)
  - ☐ Washing and ironing of personal clothes
  - ☐ Ensuring that bathing areas and clients appliances are kept in a clean condition
  - ☐ Performing household duties and ensuring the house is clean and tidy
  - ☐ Tidying of client's rooms
  - ☐ Identifying the need for, and supporting client to attend, medical/therapist appointments
  - ☐ Transport as required
5. Facilitate community inclusion and participation, dependent on individual needs, abilities and preferences, and support clients to establish and maintain relationships and interests through access to community activities, venues and services.
6. Carry out as instructed and/or designated – and demonstrate initiative – task and activities aimed at meeting the clients personal/living community needs, team objectives and/or program goals which is consistent with UCA's model of practice.
7. Carry out and promote positive routines/duties/activities in a cooperative respectful and flexible manner, which are meaningful and purposeful to the individual.
8. Encourage positive and socially appropriate behaviour, and effectively manage challenging behaviour.
9. Promote empowerment and the right of choice for all people in need of support within the community
10. Abide by the service communication, reporting and client/program progress practices and procedures, by maintaining appropriate client records. And work with clients, family members and other stakeholders in a collaborative and supportive manner.

11. Respond to crisis within specified guidelines (i.e. Disability Services Manual, Code of Conduct, CIMS, Policies and Procedures, service duty roster), and seek assistance to situations outside of specified guidelines.
12. Participate in developing and monitoring individual program plans and be accountable for their outcomes.
13. When required and/or requested by your supervisor, be involved in on the job training and/or orientation of new staff.
14. Be aware of safe working conditions and implement safe working practices in all work areas and report potential hazards, incidents and concerns in a professional and timely manner.
15. Maintain current knowledge and understanding of the relevant organisational and Departmental policies, procedures and guidelines.
16. Embrace change in line with the principles of continuous improvement and play an active role in the future development and direction of UCA

### **Key Behavioural Indicators**

1. Demonstrating leadership to achieve vision
2. Demonstrating a genuine personal commitment for striving towards continued organisational improvement
3. Listening and responding to client/service needs within organisational guidelines
4. Ability to handle stressful and adverse situations.
5. Contribute openly and with confidence with other team members in a respectful and sensitive manner.
6. Recognising internal and external feedback (be it positive or negative) as an opportunity for growth
7. Sharing a sense of accountability and responsibility
8. Demonstrating a genuine interest in personal and professional development, in line with UCA's mission.

### **Selection Criteria**

1. Certificate III or above in Disability Work (Essential)
2. Possess and demonstrate sound disability (or allied health/welfare/education field) experience, knowledge and training relevant to the position. (Essential)
3. Demonstrated skills supporting and caring for adults with complex support need e.g. challenging behaviours, complex supports. (Essential)
4. Commitment to the rights of people with disabilities (Essential)
5. Commitment to learning and development (Essential)
6. Understanding of, and commitment to Workplace, Health and Safety principles (Essential)
7. Current Apply First Aid Certificate within three (3) months of commencement (Essential)
8. Current Victorian drivers' licence & comprehensive care insurance and a minimum of 1-year driving experience in Victoria (Essential)
9. Right to work in Australia (Essential)
10. Current National Police Check (Essential)
11. Current Working with Children's Check (Essential)
12. If lived overseas for 12 months or more, current International Police Check (Essential)

13. Demonstrated ability to establish a professional working relationship with clients that is supportive, encouraging and challenging. (Essential)
14. Demonstrated ability and skill to work within a Lifestyle Planning process for persons with a disability (Essential)
15. Demonstrate ability to work autonomously and using initiative within parameters of UCA policy and procedures. (Essential)
16. Demonstrated ability to perform all physical requirements of the position. (Essential)
17. Possess well-developed written, verbal and interpersonal communication skills, including the conflict resolution, negotiation, problem solving, and the ability to communicate effectively as a member of a team. (The team may consist of other Disability Support Workers and the Coordinator, families, clients) (Essential)
18. Ability and willingness to work in a diverse range of settings including but not limited to – a person's home or place of residence, other services, community groups and other community settings. (Essential)
19. Demonstrated knowledge and application of the principles and objectives of the Disability Services Act (1996) (Essential)
20. Satisfactory computer skills – Word, Internet and Outlook (Essential)
21. Well-developed interpersonal skills both written and verbal (Essential)
22. A second language is an advantage (Desirable)

#### Acknowledgement

I, ..... have read and understood this Position Description. 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.

Signature ..... Date:        /        /20