

Position Description

Position title: Disability Support Worker
Responsible to: Assistant Manager / Manager

Position Purpose

The role of the Disability Support Worker is to provide support to participants that is flexible and individualised and to facilitate participant involvement in daily activities and living skills programs across all services.

Inherent requirements and responsibilities	Performance Measures (what to do)	Key Performance Indicators (how it may be demonstrated)
Actively support participants to realise their personal aspirations	Provide individually tailored support to maximise dignity, personal growth and independence.	The participant and family provide positive feedback about the service provided.
	Contribute to the ongoing development of a person-centered team.	The team operates in a person-centered manner.
	Provide support to participants in their social and recreational life as a member of the community.	Participants become more active in the community.
	Respect and support participant relationships.	Feedback from stakeholders indicates there is support for relationships.
	Make suggestions to improve service to participants and implement in consultation with the Team Manager and stakeholders.	Suggestions are made to improve service to participants and results are measured by participant, colleague and Team Manager feedback and also by self-assessment through supervision.
	Support participants to identify and develop skills that will enable them to meet their needs and wants through an Individual Plan (IP)	IP goals are met and/or reviewed on a regular basis.
Provide practical and physical support as needed	Support individual health and hygiene needs of participants.	The standard of practical and physical support is measured by participant, colleague and Team Manager feedback and also by self-assessment through supervision.
	Support participants' abilities in their daily activities.	
	Give correct medication at the correct time.	Medication incidents are limited.
	Using a company approved vehicle, transport participants as required competently and carefully	There are no driving incidents or accidents.
	Maintain services to a safe and hygienic standard by cleaning and light gardening duties as required.	Feedback from the Team Manager, participants, families and stakeholders indicates satisfaction with the presentation of the service.

Complete required administration, documentation, reporting and data entry	Contribute to the team's administrative work to ensure it is completed in an accurate and timely manner.	Administration for the service is up to date and accurate.
	Check roster on Careflo at every shift.	Rosters are checked and roster procedures adhered to.
	Report any issues, concerns or suggestions to the Team Manager or other relevant staff through appropriate communication mediums, e.g. communication book, email.	Reporting of issues measured by Team Manager and colleague feedback.
	Be competent in Microsoft Word and Outlook and familiar with data entry.	Computer literacy is demonstrable and data entry is completed in a timely manner.
	As an Individual Plan (IP) Partner ensure all paperwork is completed. Refer IP Partner role description.	Participant files are accurate and current with IPs in place and being progressed.
Be compliant with Work Health and Safety (WH&S) and be responsible for ensuring standards are maintained.	Demonstrate knowledge and understanding of WHS requirements.	Documentation is produced in a timely manner, e.g. incident report forms, hazard notification form.
	Take all reasonable action to protect Pharaoh Care FNQ and Participants assets from damage and or loss.	Compliance policy, procedures and safe working practices are adhered to.
Continuous improvement	Use various tools to improve performance, ability and skill base to support growth and development.	There is active participation in the supervision, quarterly planning and annual appraisal.
	Use initiative to seek organizational opportunities for departmental area growth.	There is active participation in relevant meetings, training activities etc. evidenced by calendar use.
	Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved organizational outcomes.	Relevant training is identified in both supervision and appraisal documentation and evidence it has been followed through.
	Demonstrate commitment to change management processes.	Organisational changes and sustainable environmental practice is supported.
	Identify and develop project opportunities to address service gaps, implement project work and report on findings and recommendations.	There is evidence through supervision and meetings that gaps are identified and projects developed and undertaken to enhance service delivery.
Be compliant with codes, guidelines, policies, procedures & NDIS Commission Quality and Safety Standards	Demonstrate knowledge and understanding of codes, guidelines, policies and procedures and Disability Services Standards as amended from time to time.	Codes, guidelines, policies, procedures and Disability Service Standards are adhered to at all times.

Comply with Equal Opportunity and relevant legislation and support diversity.	Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; participants, other staff or the community.	Interactions with participants, colleagues and stakeholders are undertaken in a courteous and sensitive manner. Cultural and linguistic diversity is taken into consideration.
		There is positive feedback from others regarding your interactions.
Other duties related to the role as requested by the Case Manager		

Role Criteria

Qualifications

- Certificate III Disability Services or other equivalent qualifications or experience.
- A current First Aid Certificate or willingness to obtain one before commencing employment.
- A current driver's license
- National Police Check and WWCC or willingness to obtain
- A reasonable level of physical fitness, health and resilience to fulfill the demands of the role.

Professional skills and experience

- Experience with supporting people in areas such as personal care, health and well-being, active community participation and skill development.
- Knowledge and ability to implement contemporary approaches such as person-centered planning or active support.
- Thorough understanding and commitment to WH&S, Disability Standards and EEO principles.
- Computer literate: able to use MS Word, Outlook & be comfortable with data entry.

Interpersonal skills and experience

- Demonstrated capacity to collaborate as part of a diverse team and also work autonomously.
- Demonstrated ability to problem solve and use initiative.
- Strong communication skills and demonstrated flexibility in methods of communication, particularly active listening.

Other Requirements

- Reliable, registered and insured vehicle appropriate for transporting participants.
- Ability to access and use Smart Phone for Careflo App



Variation to Conditions of Employment

These conditions of employment, your duties and your location may be varied by Pharaoh Care FNQ during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your contracts.

Agreement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

Name: _____ **Signature:** _____ **Date:** _____
(Please Print)