POSITION DESCRIPTION

JOB TITLE:

Disability Support Worker

PURPOSE OF POSITION:

To support NDIS participants to achieve their goals in a range of community access and independent living options in a manner consistent with the mission, vision, values and practices of iimpact Pty Ltd.

EMPLOYMENT STATEMENT:

- This position is casual and any changes, including funding, within the lives of our service users would result in changes to hours.
- Wages are paid in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010 at SACS Level 2. Disability Support Workers work under the direction the Directors.
- Iimpact will set the days of the week and hours of the day that a Disability Support Worker is required to work.
- Disability Support Workers will take some direction from participants and/or their representatives/nominees but must at all times remember that they are an employee of iimpact Pty Ltd and must seek clarification on any requests that are outside of the scope of the Participant's usual routine.

JOB DESCRIPTION:

The NDIS Workforce Capability Framework describes this role as a General Support Worker for services funded under the NDIS. Persons working within this role are responsible for using the strategies determined in the participant's support plan.

All practices are participant-focused and promote their choices, rights and decisions. Due to the variable nature of participants, this role requires the worker to promote participants' voices, choices and report any areas of concern. The participant is at the centre of all practices. The disability support worker must apply the Child Safe Standards in their practices.

Workers are required to follow all policies and procedures and report to management:

- feedback from participants (positive, constructive and complaints)
- changes in participant circumstances or environment
- work health and safety issues and concerns
- need for resources to undertake the role
- if you think that the participant is experiencing discrimination, exploitation, neglect, abuse or violence
- when unsure of appropriate practices
- when unsure of actions that should be undertaken
- stressed or anxious feelings

MAIN DUTIES / RESPONSIBILITIES:

Disability Support Workers are required to provide day-to-day assistance and support to Participants in line with their support plan and identified goals.

General

- Project a positive image of iimpact Pty Ltd in all dealings with participants, families/representative/nominees, stakeholders, and members of the general public
- Adhere to all Policies, Procedures and Codes of Conduct of the NDIS and iimpact Pty Ltd
- Always check your understanding of the participant's required tasks before commencing your work.
- Enthusiastically participate in chosen activities with the participant
- Implement personal hygiene and infection control procedures
- Adjust your tasks to meet participant's needs, preferences and priorities
- Accurately record all work and reports of each occasion of support
- Keep honest and accurate details of hours worked, approved mileage and expenses.

Work Practices

Duties will vary according to the participant's support plan and may include, but are not limited to:

- Assisting people to perform important daily activities
- Facilitating daily personal hygiene and dressing tasks
- Performing home-based tasks such as food preparation and housework
- Undertaking tasks to access the community

- Ensuring varied programs of social activities
- Providing emotional support and friendship
- Incorporate Child Safe Standards in their practice when working with children and young people
- Report any real or potential risks of harm to a participant, including child and young people

Communicate:

- clearly, inclusively, and respectfully
- adapt to participant's age, culture and cognitive ability
- understand individual communication – verbal and non-verbal
- use the best communication method to recognise the difference between self and participant
- be persistent and patient

Build trusted relationships

- build relationships based on mutual respect
- determine what makes the participant feel safe and valued
- work with both participant and their important people to understand how they are involved
- communicate directly with the participant unless otherwise determined
- prioritise participant's voice during any conflict
- treat equally but recognise the imbalance in the relationship
- recognise and report any threat in circumstances and environment

Rights

- understand participant and worker rights
- support participant to express views, raise concerns, report complaints and incidents

Work Collaboratively

- support all supporting stakeholders
- work within role and responsibility
- recognise the participant's skills, experience and contribution to everyone in the team
- keep participants informed when sharing and discussing them
- focus on strengths

Observe and respond

- review all relevant notes and support plan information
- identify needs and strategies
- clarify your understanding
- be observant, attentive and present
- act responsively and flexibly
- celebrate reaching goals and independence
- maximise participant's control and confidence

Health and Safety

- talk to participant/supervisor about any intermittent conditions to determine strategies when confronted with the situation
- support access to preventative and responsive health, dental etc
- respond quickly if the participant is uncomfortable, distressed, apathetic or in poor health
- identify potential and actual risks, then act promptly and in consultation with the participant
- escalate to your supervisor any situation when the participant is at risk
- identify and report any work health and safety issues
- promote independence and choice
- never use restrictive practice unless approved and trained in the practice

QUALIFICATIONS, KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Skills

- Strong verbal and written communication skills.
- Ability to work with various ages, cultures and ability levels
- Ability to build rapport and trust with clients.
- Strong time management and ability to prioritise.
- Ability to use Microsoft Office suite of programs and other computer systems for record-keeping.
- Excellent problem solving and conflict management skills.
- Ability to work as part of a team and maintain good working relationships.

Essential

- Current NDIS Worker Screening
- Working with Children Check WWCC (if required)
- Current non-restricted Queensland Driver's License
- Reliable access to a registered vehicle with a minimum of Third-Party Property Insurance
- Smart phone for communication
- New Worker NDIS Induction Module
- NDIS Worker Orientation Module
- The Basics of Infection Prevention and Control Certificate
- NDIS – Use of PPE Training Certificate

Desirable

- Certificate III in Individual Support, Mental Health, Aged Care, Community Services, Disability Work or similar.
- Current Senior First Aid Certificate
- Minimum six months relevant experience supporting people with a disability

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I acknowledge that I have read and understand the above Position Description for the position of Disability Support Worker.

Name: _____ Signature: _____

Date: ____/____/____