

# Position Description

## Instruction for Managers

1. Give a copy of Position Description with letter of offer.
2. Copy signed Position Description for the Staff Member.
3. Update the Staff File Manager.
4. Place the signed copy on the staff file.

## Instruction for Staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This may change with the Business.
5. Keep the Manager informed if changes occur.

**Position Title** *Disability Support Worker*

### MISSION STATEMENT / CORE BUSINESS STATEMENT

A community where people with disabilities and their families are able to achieve their goals and live the life they choose. Aspire works alongside people with disabilities and their families to achieve their goals and aspirations.

<i>Position Details</i>	
<b>Reporting to</b>	Team Leader or Coordinator of relevant area
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Employment Status</b>	Casual or Part-Time
<b>Pay Level</b>	Level 1-2
<b>Liaises with internally</b>	All Aspire Staff
<b>Liaises with externally</b>	<ul style="list-style-type: none"> <li>• Families and customers</li> <li>• Other Disability and Community Service Providers</li> <li>• Government agencies</li> </ul>
<b>Purpose of the Position</b>	To achieve Aspire Support Services Ltd.'s mission by working alongside people with a disability and their families in order to support them to achieve their goals and aspirations. This position will be responsible in providing personalised and innovative support to people that reflect their individuality, needs and culture.
<i>Selection Criteria</i>	
<b>Essential Criteria</b>	<ul style="list-style-type: none"> <li>• Relevant qualifications in Disability / Aged Care / Community Services or relevant experience.</li> <li>• An inherent interest in supporting other people to achieve their goals.</li> <li>• A demonstrated positive approach to the rights of people with disabilities.</li> <li>• Excellent interpersonal skills with the ability to work with a wide range of customers and their families and friends within a person centred approach, and to liaise with relevant external service providers.</li> </ul>

Approved by:	Technical officer: Human Resource and Quality Manager	Delegated authority: Human Resource and Quality Manager	Ver: 2	Approved date: 17/01/18
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	<ul style="list-style-type: none"> <li>• The ability to use initiative, remain calm and exercise sound judgement when in emergency situations and crisis</li> <li>• Sound communication skills with the ability to monitor and maintain records and write detailed reports on a range of issues</li> <li>• The ability to work well both autonomously and in a team environment</li> <li>• The ability to recognise personal limitations and seek assistance when needed</li> <li>• First Aid Certificate</li> <li>• Employment for this position is subject to the successful clearance of a National Police Check, Working with Children Check and Disability Worker Exclusion Scheme.</li> </ul>	
<b>Desirable Criteria</b>	<ul style="list-style-type: none"> <li>• Current Drivers Licence</li> <li>• Computer literacy</li> </ul>	
<b>Behaviours Required</b>	<ol style="list-style-type: none"> <li>1. Patience</li> <li>2. Tolerance</li> <li>3. Respect</li> <li>4. Consistency</li> <li>5. Adventurous</li> </ol>	
	<b>Leadership &amp; Teamwork</b>	<ul style="list-style-type: none"> <li>• Works collaboratively with team members.</li> <li>• Works under regular supervision reporting progress and outcomes.</li> <li>• Able to organise own work, manage time and contribute to work planning.</li> </ul>
	<b>Communication</b>	<ul style="list-style-type: none"> <li>• Effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner.</li> <li>• Interacts with people to give or receive straightforward facts.</li> <li>• Deals with people on practical issues, adjusting communication as needed.</li> <li>• Minimises conflict.</li> <li>• Continues to build a network of relevant contacts.</li> <li>• Ensure all verbal and written communication is professional, appropriate and within the requirements of the organisations Code of Conduct.</li> </ul>
	<b>Service delivery</b>	<ul style="list-style-type: none"> <li>• Develops a proactive approach to supplying information about services and support offered.</li> <li>• Sends standard emails and correspondence.</li> <li>• Gives high priority to service delivery and demonstrates a service focus.</li> <li>• Provides straightforward support to customers.</li> </ul>
	<b>Innovation &amp; Improvement</b>	<ul style="list-style-type: none"> <li>• Appreciates the need for resourcefulness, creativity and adaptability within role boundaries.</li> </ul>

		<ul style="list-style-type: none"> <li>• Open to new approaches.</li> <li>• Takes responsibility for continuous improvement and risk mitigation in own work.</li> <li>• Resolves routine problems.</li> <li>• Suggests changes.</li> </ul>
	<b>Customer / Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>• Assists customers to address their practical straightforward needs and expectations.</li> <li>• Adopts a flexible approach.</li> <li>• Has working knowledge of available supports and services.</li> <li>• Undertakes communication and liaison with customers.</li> <li>• Demonstrates confidentiality and diversity awareness.</li> <li>• Provides information and can refer to others.</li> <li>• Understands relevant stakeholder relationships and the importance of these.</li> </ul>
	<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Contribute to and maintain a positive safe workplace by</li> <li>• Maintain competencies in regards to emergency situations 100%.</li> <li>• Ensure that all reasonable steps are taken to protect personal safety at work 100% of the time.</li> <li>• Comply with any and all relevant PPE requirements.</li> </ul>
	<b>Organisational Values</b>	<ul style="list-style-type: none"> <li>• <b>Respect for the individual</b> <ul style="list-style-type: none"> <li>➢ We acknowledge strengths and abilities of all people</li> <li>➢ We accept differences and diversity</li> <li>➢ We are non-judgemental</li> </ul> </li> <li>• <b>Understanding and responsiveness to individual needs</b> <ul style="list-style-type: none"> <li>➢ We listen to our clients, staff and the community</li> <li>➢ We take a person centred approach to our work</li> <li>➢ We are adaptive and flexible</li> </ul> </li> <li>• <b>Integrity and trust</b> <ul style="list-style-type: none"> <li>➢ We operate with transparency and are accountable for our decisions and actions</li> <li>➢ We uphold privacy and confidentiality</li> <li>➢ We follow through on our commitments</li> <li>➢ We maximise safety through policies and practice</li> </ul> </li> <li>• <b>Commitment to children and young people</b> <ul style="list-style-type: none"> <li>➢ We will ensure that children and young people's safety, best interests and rights are paramount in all of our decisions</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>➤ We will care for all children and young people, in a way which they can grow safely and fulfil their potential</li> <li>➤ We value and listen to children and young people’s views, respect what they say and promote their active participation in our organisation</li> <li>➤ Early Intervention is important to us and we will ensure the best possible developmental outcomes for children and their families</li> <li>• <b>Innovation and flexibility</b> <ul style="list-style-type: none"> <li>➤ We are open to new ideas and creativity</li> <li>➤ We seek input from all stakeholders</li> <li>➤ We maintain awareness of trends and evidence based practice</li> </ul> </li> <li>• <b>Quality and professionalism</b> <ul style="list-style-type: none"> <li>➤ We put in place and implement systems to ensure the quality of our services and we foster continuous improvement</li> <li>➤ We undertake and respond to rigorous risk assessment</li> <li>➤ We ensure staff have the skills and values to fulfil our mission</li> </ul> </li> </ul>
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## Tasks and Responsibilities

### For the Workplace

- Adhere to human resources policies including anti-discrimination, harassment and victimisation policies.
- Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment.
- Display a positive attitude and be an active member of the team.
- Operate under and observe all Aspire Policies and Procedures.
- Attend and participate in all staff meetings and educational sessions as requested.
- Treat others with respect.
- Follow direction provided by Management.
- High customer focus.

### For the Job

#### Service Delivery

- Implement positive support for customers as directed by the behaviour support team to support customers to participate in activities and, as appropriate, teach skills using a variety of both formal and informal methods (e.g. trial and error, observation, prompting etc.).
- Evaluate and report on progress of customer outcomes. Provide positive and constructive input to assess and review customer progress.

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- Participate in team meetings and planning.
- Maintain a high level of confidentiality at all times.
- Respect and apply Cultural and Linguistically Diverse (CALD) principles in service delivery as required.
- Provide quality, safe, person centered and reliable support at all times.
- Engage with customers and provide positive experiences.
- Maintain a high level duty of care to customer and other workers at all times.
- Administer medication in strict accordance with legislative requirements, Aspire Support Services Ltd. Policy and Procedure and information as provided by the medical practitioner.
- Communicate any changes or concerns regarding a customer to all relevant parties.
- Satisfactorily follow routines and complete detailed shift duties and report any difficulties encountered throughout shift to management.
- Use policies, procedures and customer information to make decisions.
- Support the Manager to undertake tasks in relation to customer needs or routine household issues.
- Ensure that any breaches in policy, procedure and customer information that result in detrimental outcomes for the customer are reported formally and promptly.

### **Workplace Health and Safety (WHS)**

- Follow and adhere to WHS guidelines and Aspire Support Service Ltd WHS policy and procedure
- Contribute in WHS consultation and Aspire Support Services Ltd. risk management systems and report any hazards as soon as identified
- Perform formal and informal risk assessments when necessary to ensure safety
- Assist in the identification of control measures to eliminate or minimize the risk of injury or harm
- Ensure the working environment is clean and safe at all times
- Maintain a high level duty of care toward all

### **Commitment to Workplace Responsibilities**

- Understand and practice the organisations mission, objectives, core values, belief system and evidence based strategies
- Demonstrate through practice an understanding of all relevant external legislation and internal policies and procedures that relate to the Disability Sector and Aspire Support Services Ltd.
- Demonstrate leadership, participate in and contribute to quality improvement programs and other organisational activities to meet relevant program and disability service standards
- Ensure that all documentation is accurate and completed in a professional and timely manner

### **General**

- Participate in mandatory and other appropriate staff training programs
- Attend, participate and contribute in team meetings
- Work as part of a team
- Assist to maintain a positive environment
- Participate positively in Performance Management Reviews as scheduled
- Promote a positive image of the service to the general public
- Dress appropriately for the type of work at hand and do not be offensive to others
- Keep management informed of any relevant changes to personal details
- Perform all duties in a manner that ensures workplace health and safety for all
- Provide positive personal contributions in the exchange of information between staff, other services, customers and workers
- Comply to and work in accordance with the Aspire Support Services Ltd. Code of Conduct
- Provide constructive feedback to management when relevant and necessary

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- Perform any other reasonable tasks that may arise from time to time due to the changes in the position

I, ..... hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Aspire.

Name \_\_\_\_\_

Date\_\_\_\_\_

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