

POSITION DESCRIPTION

Position Title	Disability Support Worker (DSW)
Employment Type	Casual
Award	Social, Community, Home Care and Disability Services Industry Award (SCHADS) [MA000100]
Location	Office and Client sites
Reports To	Relevant Supervisor
Deputy	Accounts and Office
Authorities	All authorities relevant to Accounts and Office

KEY INTERACTIONS

Internal	Team leaders, service/support coordinators, supervisor/manager, colleagues
External	Client, client's guardian and/or family members, allied health and medical professionals, private/community businesses/organisations and people in public

KEY RESPONSIBILITIES & DUTIES

Provide individual support and empowerment for people with disabilities to help them achieve their goals.

Provide clients the opportunity to achieve a quality lifestyle and achieve their NDIS goals:

- Ensure clients are always afforded privacy, dignity and confidentiality.
- Meet individual needs and contributing to personal growth through the development and implementation of client programs.
- Work with clients, family/carers, relevant case managers and other professionals to support the client's individual goals.
- Encourage and assist clients to pursue their own individual interests, hobbies and friendships, and are given the opportunity to exercise choice, initiative and self-expression.
- Support clients to participate in age-appropriate activities and tasks including employment, in home support, and community access.
- Support clients to access activities and outings in the community, and building on connections, networks and relationships that extend beyond the service system (including community groups, neighbours etc).
- Mentor clients and assist them to develop new skills.
- Guide clients to develop independent living skills.
- Develop and maintain safe, effective and professional relationships with participants, using active listening to develop trust, and provide appropriate role modelling.
- Maintain environment by completing all household duties.

Provide personal care, support and assistance for clients, including those with complex needs, in a safe and sensitive manner including:

- Personal care by showering/bathing, dressing/grooming, toileting (including manual handling activities).
- Preparing meals (including grocery shopping) and assisting individual clients to eat their meals.
- Providing clients with additional support where required, such as gastrostomy feeding where appropriate training has been provided.
- Behaviour support.
- Medication management.

Provide and facilitate good working relationships with all team members:

- Monitor the safety and well-being of clients and report any concerns to relevant supervisor/manager.
- Actively contribute to a team environment through open communication, participation in regular staff meetings, planning processes and policy review.
- Ensure that all programming undertaken is appropriately maintained, documented and reviewed.
- Ensure completion of appropriate documentation and client notes are recorded.
- Ensure relevant information about client or client behaviour is communicated directly if time sensitive.
- In conjunction with leadership team, when requested assist in developing, implementing and evaluating training and behaviour programs to attain client identified individual goals.
- Assume the role of key worker when requested for designated clients, including the preparation of a monthly report on client progress.
- Liaise extensively with other staff to ensure the overall smooth and consistent running of the service.
- Report regularly to supervisor/manager.
- Provide back up and support to other team members, as necessary.
- Notify HelpAlong Pty Ltd if you are unable to work your rostered shifts, with as much notice as possible.
- Contribute to reviews, assessments and consultation when requested by HelpAlong Pty Ltd.
- Ensure a safe working environment for yourself, your colleagues and members of the public.
- Take reasonable care that own acts or omissions do not adversely affect the health and safety of clients or other persons.
- Report any quality and safety incident, or hazards at work, to supervisor/manager.
- Follow responsibilities and duties as detailed in relevant policies and processes.
- Maintain qualifications, ongoing training and further education, as required to fulfil role and duties.
- Positively embrace and adopt change as it occurs.
- Keep them self fully informed of the contents of the NDIS system and apply it to daily work.

CRITERIA & QUALITIES

Essential Criteria

- A cleared Working with Children Check (blue card).
- A cleared NDIS Screening Check (yellow card).
- A cleared National Criminal Record Clearance – not required if yellow card is issued under twelve (12) months.
- Current First Aid Certificate.
- Current Australian Drivers Licence or accepted International Drivers Licence.
- Access and/or willingness to use and maintain own vehicle for work purposes.
- Confirmation of your right to work in Australia.
- Sound knowledge of the NDIS and how it can assist people to achieve their goals.

Desirable Criteria	<ul style="list-style-type: none"> • Hold or working towards obtaining a qualification in minimum Cert III in Individual Support, Mental Health, Aged Care, Community Services, Disability, Allied Health Assistant, or similar. • Working experience, or life skills, in the disability sector, personal care services, or with challenging behaviours and/or mental health are required. • Competency in computer use, including the use of client information management systems, email, administrative and clinical documentation skills. • Personal smart phone and data for emergency accessibility and to enable effective use of client information systems off-site.
Personal Qualities	<ul style="list-style-type: none"> • Genuine desire to provide quality support to people living with a disability. • Reliable character. • Well-developed communication and interpersonal skills including the ability to work and communicate effectively with clients, their families, community agencies and other professionals. • Ability to work both independently and as part of a team. • Knowledge of local community networks, and a demonstrated commitment to ensuring the community is provided with a positive image of people with disabilities and mental health issues. • Ability to focus energy and efforts on delivering client outcomes, balancing competing demands as necessary. • Demonstrate energy, passion and drive that enables significant obstacles and resistance to be overcome.
Diversity	<p>We are proud to be an equal opportunity employer. We accept diversity: we embrace it, support it, and thrive on it for the benefit of our services, employees, and community.</p>

ACCEPTANCE OF POSITION

Position	Disability Support Worker (DSW) – Casual		
Acknowledgment	I hereby accept the positioned as outlined above, I acknowledge that it is not an exhaustive list of what my responsibilities and duties may entail, and agree to abide by HelpAlong Pty Ltd values, policies and procedures.		
Employee Name		Date	
Employee Signature			
HelpAlong Pty Ltd		Date	