



Shoalhaven Neighbourhood Services Incorporated

POSITION DESCRIPTION

Direct Support Worker

Employment Status	<i>Part time, Fixed term contract or Casual</i>
Award	Social, Community, Home Care and Disability Services (SCHADS) Industry Award 2010
Award Level	Level 2, Pay Point 1 to 4 depending on skills, qualifications and experience.
Reporting To	<i>Consumer Directed Care (CDC) Coordinator of Shoalhaven Neighbourhood Services</i>
Directly Supervising	Nil
Date Prepared	2 June 2017

Position Purpose

The Direct Support Worker will provide, through consumer directed care and enablement principles, direct support to frail aged and younger people with a disability within the community or within their own home or as stipulated in their support plan to enable them to achieve their goals and aspirations.

Core Requirements

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<i>Vision, Mission, Values</i>	<ul style="list-style-type: none"> Working knowledge of Shoalhaven Neighbourhood Services Vision, Mission, Values, client requirements and the community context. General knowledge of other relevant teams and work areas within the organisation. 	<ul style="list-style-type: none"> Can locate and describe Shoalhaven Neighbourhood Services Vision, Mission, Values and the community context. Can describe the work areas within Shoalhaven Neighbourhood Services
<i>Leadership / Teamwork</i>	<ul style="list-style-type: none"> Ability to work with minimal supervision. Works collaboratively with team members. Identifies areas of change for team improvements. Shows by example a high level of motivation and sustained discipline to provide high level care and/or support to clients with the full range of standard care needs. Provides guidance to less experienced team members. Escalates issues as appropriate. 	<ul style="list-style-type: none"> Leads by example through the application of the Code and Conduct and Code of Behaviour. Attends and actively participates in team activities and meetings as scheduled. Manages workload efficiently, by delivering services to clients according to schedule. Provides on the job training and induction to new Direct Support Workers (Staff and Volunteers) as requested.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<i>Interpersonal Skills / Communication</i>	<ul style="list-style-type: none"> • Deals with non-routine enquiries. Able to resolve conflict with assistance. • Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. • Confidence or experience in responding to crisis situation in a calm and appropriate manner – to make call to emergency services when needed and or consult supervisor for advice or assistance with other less urgent assistance that may be required. • Respectfully engage and respond to the needs and aspirations of Aboriginal/ Torres Strait Islander people and communities. • Demonstrate acceptance, respect and appreciation of individual differences through valuing diversity (race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, cultural beliefs and practices, spirituality, political affiliation etc). 	<ul style="list-style-type: none"> • Act and communicate in a responsive, respectful and professional manner with internal and external stakeholders. • Maintains confidentiality on all issues relating to Shoalhaven Neighbourhood Services and the community members we support. • Resolves workplace conflict through the implementation of Shoalhaven Neighbourhood Services staff grievance policies and procedures. • Non-complex crises are dealt with in a professional and timely manner. • Complex crises are referred to supervisor for further action. • Demonstrate culturally appropriate behaviour at all times.
<i>Continuous Improvement / Quality</i>	<ul style="list-style-type: none"> • Suggests changes to improve quality in own work area and makes agreed changes. • Suggests amendments to documentation. 	<ul style="list-style-type: none"> • Adheres to Organisational policies, procedures, administrative and documentation requirements to ensure that current quality standards are maintained. • Actively participates in continuous improvement discussions and consultation processes. • Implements agreed changes.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<i>Practices / Safety / Standards</i>	<ul style="list-style-type: none"> • Adheres to standards, Code of Conduct and all relevant government legislation (eg, WHS) and relevant standards. • Adheres to detailed and precise service delivery procedures and standards. • Evaluates own work to ensure standards are met. • Suggests changes to procedures in own work area and makes agreed changes. • Adopts a professional approach to practice including: Financial and general accountability. 	<ul style="list-style-type: none"> • Complies with and implements practices and processes as per Shoalhaven Neighbourhood Services policy and procedures. • Successful Criminal History record checks are completed every three years • Maintains current drivers licence and comprehensive car insurance on vehicle used for work purposes. • Complies with Shoalhaven Neighbourhood Services Dress Code, Code of Conduct, Code of Confidentiality and Code of Behaviour. • Complies with Shoalhaven Neighbourhood Services WHS responsibilities to contribute to a safe work environment for clients, staff, volunteers, visitors and the community. • Complies with all other relevant legislation, regulations and standards such as Commonwealth Home Care Standards and Disability Standards.
<i>Experience / Qualifications</i>	<ul style="list-style-type: none"> • Certificate III in relevant studies, or equivalent knowledge and experience. • Is capable across the full range of competencies required at this level of work. 	<ul style="list-style-type: none"> • Submits a resume and written application prior to employment which addresses compliance and competencies in regards to the essential and desirable criteria of the position.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<i>Personal and professional development</i>	<ul style="list-style-type: none"> Continues to develop professionally and personally to meet changing needs of the position and the Organisation 	<ul style="list-style-type: none"> Actively participates in orientation and induction processes. Participates in Shoalhaven Neighbourhood Services performance management processes. Attends training sessions as identified through the performance management process or as identified by management.

Functional Requirements

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<p><i>Direct Client Services Aged Care and Disability Programs</i></p>	<ul style="list-style-type: none"> • Travel to and from client homes and transport clients on a rostered basis. • Proven ability to work energetically, positively and productively as part of a team and with initiative and minimal supervision. • Support new staff by acting as 'buddy' and reporting back to the coordinator as requested. • Working knowledge of Consumer Directed Care principles and expectations around provision of care. • Advocate on behalf of clients if necessary • Proven commitment to continuous improvement and professional development. • WHS knowledge and skills suitable for the position. • Perform broad tasks involving the utilisation of a range of developed skills in the provision of domestic assistance, support and skill development. • Participate in client reviews when required. • Assists with review and/or development, implementation and monitoring of specific work practices and procedures. • Identifies the needs of clients and contributes to the development of individual activity programs. • Assists with the identification of more complex client needs that include the provision of multiple internal/external services and networks of support. 	<ul style="list-style-type: none"> • Log on to Client Management Portal to review any client information/notes or roster changes each Roster day. • Transport is provided according to Roads and Maritime Regulations. • Provision of or assistance with and/or supervising direct services to clients as per the relevant standards relating to service delivery. • Adhere to the individual client's service delivery agreement and service specific requirements. • Provides on the job training and induction to new Direct Support Workers (Staff and Volunteers) as requested.
<p><i>Administration, Compliance & Reports</i></p>	<ul style="list-style-type: none"> • Proven IT and administrative skills to be able to complete reporting requirements in a timely manner. • Demonstrates confidentiality relating to sensitive issues. • Identifies crisis needs and refers. 	<ul style="list-style-type: none"> • Submission of Individual Client Service Delivery reports, including case notes on a daily basis for each roster day. • All required documentation is completed within

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	<ul style="list-style-type: none"> • Adheres to compliance and reporting requirements. • Maintains appropriate client notes and other documentation. Suggests changes to improve documentation/reports within the context of the role. • Implements agreed changes within the context of the role. 	<p>specified timeframes and to Commonwealth Home Care and Disability Standards.</p> <ul style="list-style-type: none"> • Can describe and comply with policies, procedures and agreements relating to confidentiality, the Privacy Act (1988) & Privacy Amendment (Enhancing Privacy Protection) Act 2012.
<i>Social Support</i>	<ul style="list-style-type: none"> • Provide Social support assistance that meets the needs of clients while adhering to legislative, regulatory, policy and procedural requirements. • Demonstrated knowledge and understanding of, or willingness to learn about the use of equipment required for the role. • Demonstrating and encourage the use of techniques to improve the client's capacity for self-management and building confidence. • Demonstrate the use of equipment or aids; such as the available range of emerging technologies or modification of work practices to support client participation in chosen social support activities is supported where appropriate. • Undertake tasks, which may include; <ul style="list-style-type: none"> - Accompanying clients on excursions or trips. - Support the client and assist them to participate in community which may include keeping them company, helping them do paperwork taking them shopping, banking or to attend an appointment. - Undertake home visiting engaging the client in conversations or activities within the home, which promotes independence and capacity for self-management, and building confidence. - Providing support by either undertaking training or supporting clients in utilising social media and other technologies that may help connect to the community. - Provide support to people with sensory impairment or those living in geographically isolated areas through the provision of consumer directed social support activities. 	<ul style="list-style-type: none"> • Provision of Social Support Services that meet the client's needs for social contact and accompaniment in order to participate in community life while adhering to legislative, regulatory, policy and procedural requirements. • Provision of Consumer Directed care, empowerment and enablement principles in the delivery of Social supports. • Adherence to peer support as consistent with the principles of the Disability Inclusion Act 2014. • Adhere to the individual client's Service Delivery Agreement and service specific requirements.

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES
<p><i>Domestic Assistance & minor home maintenance and garden assistance.</i></p>	<ul style="list-style-type: none"> • Provide domestic care that meets the needs of clients while adhering to legislative, regulatory, policy and procedural requirements. • Demonstrated knowledge and understanding of, or willingness to learn about the use of equipment required for the role. • Demonstrate and encourage the use of techniques to improve the clients capacity for self-management and building confidence. • Demonstrate the use of domestic assistance equipment or aids; such as the available range of emerging technologies or modification of work practices to support client participation in chosen tasks is supported where appropriate. • Undertake tasks such as but not limited to: <ul style="list-style-type: none"> • Vacuuming, sweeping, mopping and general cleaning duties. • Cleaning the kitchen area including sink, fridge, microwave, oven, work surfaces and floor etc. • Cleaning the bathroom including basin, shower/bath, toilet and floor. • Leaving washed floors dry and safe. • Changing of bed linen and remaking of bed. • Washing & drying of clothing and other household linen or provision and laundering of linen. (usually by a separate laundry facility) • Provide ironing duties • Shopping (unaccompanied) • Bill Paying (unaccompanied) • Collection of firewood (in remote areas) • Help with meal preparation 	<ul style="list-style-type: none"> • Provision of or assistance with and/or supervising domestic care & minor garden and home maintenance tasks that meet the needs of clients while adhering to legislative, regulatory, policy and procedural requirements. • Perform high quality cleaning duties according to established procedures, standards & Guidelines.
<p><i>Special Projects</i></p>	<ul style="list-style-type: none"> • As and when required by the Consumer Directed Care Coordinator. 	<ul style="list-style-type: none"> • Satisfactory completion of project within defined Scope, specification, time frames and budget.

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Shoalhaven Neighbourhood Service's policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Shoalhaven Neighbourhood Services should be reported to your immediate supervisor.

Relationships

Internal

With:	Purpose
Manager	<ul style="list-style-type: none">- Consultation and support- Liaise with in regards to team projects and meetings.
Consumer Directed Care (CDC) Coordinator	<ul style="list-style-type: none">- Take instruction from and report and provide feedback to- Supervision and support- Liaise with in regards to team projects and meetings.
Project Coordinator of other projects delivered by the Organisation Client Services Officer	<ul style="list-style-type: none">- Liaise with in regards to team projects and meetings.- Take instruction from and report and provide feedback to- Liaise with in regards to team projects and meetings.
Direct Support Workers (Staff and Volunteers)	<ul style="list-style-type: none">- Consultation and support in regards to direct service delivery.- Liaise with in regards to team projects and meetings.
Administration Officer	<ul style="list-style-type: none">- Liaise with in regards to team projects, meetings and administration matters.
Bookkeeper	<ul style="list-style-type: none">- Liaise with in regards to financial affairs such as payroll affairs

External

With:	Purpose
Clients & Carers	<ul style="list-style-type: none">- Consult and assist them to meet their service agreement goals
Other organisations	<ul style="list-style-type: none">- Networking and Liaison

Selection Criteria

Essential Criteria (Qualification, knowledge, skills and experience requirements)

Qualifications

- Certificate III or higher in Individual Support (Ageing and Disability specialisations) or equivalent with relevant experience or lesser formal qualifications with substantial years of current relevant experience.

Knowledge

- Working knowledge of policy, programs, guidelines, procedures and practices within an organisation.
- Working knowledge of the Commonwealth Home Care Standards, National Disability Standards, Consumer Directed Care and NDIS.

Skills and experience

General

- Previous experience working with frail aged & younger people with a disability in a community based setting
- Capacity to work with minimal supervision and as part of a team
- Current drivers licence and willingness to use own vehicle (which is covered by comprehensive insurance) and/ or work vehicle for work purposes.
- Capacity to follow clearly established procedures and/or guidelines.
- Capacity to manage time and workload to ensure service is delivered as per schedule.

Information Technology

- Basic computer skills
- Capacity to use computer software programs e.g. Microsoft Office suit and database application
- Own Smart Phone or tablet with a data plan and a willingness to use for work related purposes as needed.

Customer service

- Demonstrate good skills in written and verbal communication with clients and other members of the public with the ability to share information in an appropriate and respectful manner.
- Demonstrates effective listening skills.

Quality Control and Continuous improvement

- Willingness to participate in continual improvement processes and suggest changes to improve quality in work area
- Willingness to implement agreed changes in work area
- Aptitude to learn new information and processes

Desirable Criteria:

- *Specialised qualification in Aged and/or Disability related functionalities i.e. Dementia, Mental Health, cognitive etc.*
- *Certificate IV in Community Services or equivalent*
- *Knowledge of other local Community Services Organisations*

Expectations

- To display informed affinity with the ideas, aspirations and ethics of Shoalhaven Neighbourhood Services Incorporated and to identify with its purpose.
- To be an active participant in the organisation's cross functional teams.
- To attend appropriate development and training courses.
- Adhere to Shoalhaven Neighbourhood Services Incorporated Policy and Procedures and the constitution.

Additional Information

- Shoalhaven Neighbourhood Services Incorporated premises are a smoke free environment including any motor vehicle being used for Shoalhaven Neighbourhood Services Incorporated tasks or duties.
- Willingness to work under Workplace Health and Safety guidelines and adhere to grievance procedures.
- Demonstrate commitment to equal employment opportunity principles with regard to all employment activities.
- A National Criminal History record check must be cleared for successful employment – this check will be conducted by Shoalhaven Neighbourhood Services Incorporated prior to employment and every three years thereafter.
- Must have the capacity to perform the physical requirements of the position.

Acknowledgement

I, _____ acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall with in my competency and skill set. I have received a copy of this Position Description.

Employee

Name: _____

Signed: _____

Date: _____

Manager

Name: _____

Signed: _____

Date: _____