

Position title	Disability Support Worker
Employee name	Various
Department/Service	Services
Location	Various
Position reports to	Team Leaders / Coordinators
Positions reporting to this role	N/A
Financial delegation	N/A
Budget accountability	N/A
Length of contract	

Work Environment (e.g. Office based, Residential based, Community based)
Disability Support Workers may be required to work at any Mercy Connect location across Albury, Wodonga, Orange and Narrabri.

Position Summary	This position involves assisting people with daily living tasks, and community inclusion and participation activities. Tasks are undertaken in the context of supporting the person to maintain their wellbeing, explore opportunities and work towards agreed outcomes that are important to, and for, the person.
Key Selection Criteria Essential	<ul style="list-style-type: none"> • Certificate II in relevant studies or equivalent experience. • Is capable across the full range of competencies required.
Capability Requirements	<ul style="list-style-type: none"> • A practical general knowledge of a human rights based approach and the individual and community context, and sector and organisation purpose and values. • Applies the rights based approach and sector and organisation values in own work. • Has effective listening skills and seeks, provides and/or shares practical information in an appropriate and respectful manner. • Adheres to reporting, documentation and administrative requirements about a person's self-care environment, accidents/incidents and/or behaviour. • Uses relevant communications and technology systems.
Other requirements of the role	<ul style="list-style-type: none"> • NDIS Worker Screening • Current First Aid Certificate • WWCC

	<ul style="list-style-type: none"> • Current valid driver's licence
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Job Profile

Specific key responsibilities of this role include;	
Sector and organisation purpose and values	<ul style="list-style-type: none"> • Develops an appropriate supportive working relationship with each person supported. • Gains the confidence, trust and respect of each person supported. • Recognises the importance of dignity and the rights of each person they support. • Provides support in line with all other aspects of the disability service standards and the organisation's mission and values.
Teamwork	<ul style="list-style-type: none"> • Works and interacts positively with peers as part of the team. • Contributes ideas and provides feedback on work activities. • Utilises own interests and experience to benefit and enhance team and customer outcomes. • Speaks up and reports issues of concern. • Follows reasonable and appropriate instructions. • Follows routines and /or timetables and completes tasks on time.
Communication	<ul style="list-style-type: none"> • Understands what is being communicated by each person supported and is able to feedback what is important to them. • Achieves a positive relationship with each person supported using appropriate communication tools. • Communicates calmly to de-escalate situations. • Advocates in specific situations on behalf of each person supported, e.g. in the community; assisting at a social or recreational event. • Uses clear and concise communication. • Provides relevant, clear and factual written information. • Develops appropriate relationships with relevant people associated with the person that will benefit the support provided.
Customer Relationships	<ul style="list-style-type: none"> • Adapts to the individual needs and to what is important to each person supported. • Focuses on delivering the supports important to the customer and agreed as part of their plan. • Meets reasonable expectations of quality, quantity and timeliness of supports within the agreed supports / plan / budget. • Develops positive relationships with each person supported and their family, carers, etc. • Escalates issues appropriately and in a timely manner
Personal Accountability	<ul style="list-style-type: none"> • Complies with disability services standards and organisational policies and procedures relevant to the role. • Shows understanding of own role, personal responsibility and ownership of contributions. • Efficiently and effectively completes agreed job tasks. • Works according to plan / maintains routines. • Takes on board, accommodates and accepts feedback. • Shows understanding of maximising resources and working within the limitations of the agreed plan and budget. • Aware of how to present self as a role model on behalf of the

	organisation and in line with community expectations.
Innovation	<ul style="list-style-type: none"> • Makes suggestions supporting continuous improvement within own role. • Questions things and suggests possible solutions. • Shows flexibility in approach to work tasks. • Actively seeks creative solutions to overcome barriers in providing support. • Actively adapts, accepts and is willing to change within the context of the job role and wider organisation or community changes.
Person centred knowledge and application	<ul style="list-style-type: none"> • Respects what is important to each person supported and assists them to explore related opportunities. • Actively encourages and assists each person supported to make independent decisions to their level of capability. • Works effectively towards the agreed outcomes that are important to the person. • Delivers consistent high quality support as directed based on the agreed customer plan.
Personal care, skill development and support	<ul style="list-style-type: none"> • Shows awareness of and follows directions for the delivery of support to meet each person's personal care, health and wellbeing support needs. • Collects, records and monitors data and other information on progress as directed. • Escalates or reports back on areas of concern. • Follows individual care/health and support plans and shows understanding of the practical impact on daily living. • Shows awareness of safety and preventative actions required. • Demonstrates an understanding and application of 'duty of care' for each person supported.
Participation and inclusion	<ul style="list-style-type: none"> • Follows plans and programs for support provided within home, community and group environments. • Proactively organises when needed to enable a program / activity to be accessed by each person supported, seeking assistance when needed. • Assists each person to safely explore opportunities to expand the likelihood of participation and inclusion at home and in their community.
Community engagement and education	<ul style="list-style-type: none"> • Assists each person supported to access and be involved with the community as part of community based activities; e.g. as a purchaser of goods and services; a volunteer, voter, church goer, member of a club or interest group, etc. • Applies knowledge of formal and informal supports relevant to each person supported. • Role models dignified and respectful interactions with members of the broader community. • Assists each person supported to be as independent as possible in community based activities.
Reporting, documentation and administration	<ul style="list-style-type: none"> • Clearly creates and maintains records, understanding the requirements for accuracy. • Collects data using organisation systems. • Demonstrates a use of and willingness to enhance the use of technology on the job. • Accurately completes administrative tasks that are relevant to the support being provided. • Maintains privacy and Participant confidentiality.

General key responsibilities of this role include;	
Workplace Health and Safety (WHS) and Risk Management	<ul style="list-style-type: none"> • Report any hazards or issues that impact on the safety of the workplace • Fulfils role in a manner that uses safe work practices. • Adhere to organisational policies, procedures and line management directives.
Quality	<ul style="list-style-type: none"> • Demonstrated knowledge of the relevant standards pertaining to the service and the philosophy and requirements of the standards. • Ensures necessary documentation is completed as required and in a manner which reflects outcomes for the individual. • Attends all necessary meetings, including all scheduled Team meetings and provides feedback on the current state of the organisation's quality system. • Promotes and assists staff with the requirements of the organisation's quality framework. • Ensures relevant line manager is kept abreast of all issues in a timely manner. • Participates in regular Supervision with Manager, is willing to accept feedback on performance and strives to improve wherever necessary. • Adheres to Mercy Connect policies and procedures.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: