

<b>Position title</b>	Disability Support Worker
<b>Employee name</b>	Vacant
<b>Department/Service</b>	Operations
<b>Location</b>	Various
<b>Position reports to</b>	Team Leader
<b>Positions reporting to this role</b>	N/A
<b>Financial delegation</b>	N/A
<b>Budget accountability</b>	N/A
<b>Employment basis</b>	Various

<b>Work Environment</b>
Disability Support Workers may be required to work at any Mercy Connect location. This includes, but not limited to Albury-Wodonga and surrounds, and Central West regions.

<b>Mercy Connect Values</b>	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

<b>Role Purpose</b>	<p>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.</p> <p>The role of Disability Support Worker is deemed a Risk Assessed Role.</p>
<b>Key Selection Criteria</b> <b>Essential</b>	<ul style="list-style-type: none"> <li>• Proven ability to apply person centred active support</li> <li>• Proven ability to accurately complete all participant documentation</li> <li>• Good communication skills including oral and written</li> <li>• Ability to implement and review skill development plans</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to coach support staff to deliver a quality service to participants</li> <li>• Well-developed organisational skills including attention to detail and meeting deadlines;</li> <li>• Solution focused and strong problem-solving skills.</li> <li>• Good level of computer literacy.</li> <li>• High level of integrity and ability to maintain confidentiality.</li> <li>• Adaptability to meet organizational needs.</li> <li>• Ability to meet and apply quality and risk management standards</li> </ul>
<b>Experience and qualifications</b>	Completion of, or willingness to obtain a minimum level qualification which is recognised as relevant to meeting the needs of people with a disability, including but not limited to a Certificate IV in Disability.
<b>Other requirements of the role</b>	<ul style="list-style-type: none"> <li>• A NDIS Worker Screening Clearance (includes National Criminal History Check)</li> <li>• Working with Children's Check (WWCC) NSW &amp; VIC</li> <li>• An International Police Check (if required)</li> <li>• DFFH Carer Register Clearance</li> <li>• Current, valid driver's licence and a willingness to drive Mercy Connect vehicles.</li> <li>• Ability to work across a 24-7 rotating roster, including mornings, evenings, weekends, and sleepovers.</li> <li>• Current First Aid certificate.</li> <li>• Some work outside normal rostered hours may be required.</li> <li>• Evidence of your right to work in Australia.</li> <li>• Evidence of COVID-19 Vaccination status.</li> </ul> <p>Please note it is the responsibility of all staff to notify the organisation if there are any changes to your NDIS Worker Screening Clearance, Criminal record, WWCC and/or driver's licence status.</p>
<b>Physical Criteria</b>	<ul style="list-style-type: none"> <li>• Frequent lifting</li> <li>• Frequent bending at knees and/ or hips.</li> <li>• Kneeling</li> <li>• Good cardiovascular fitness.</li> <li>• Standing for long periods</li> <li>• Ability to reach overhead</li> <li>• Ability to reach below knee height</li> <li>• Ability to reach forward</li> <li>• Frequent pushing / pulling</li> </ul>

## Role Priorities

<b>Role Priority 1:</b> Safeguard the health, safety and wellbeing of Participants through the implementation of policies and procedures that reflect their support needs in accordance with the NDIS Practice Standards.	
Behavioural Guidelines	Evidence (KPI)
Implement tailored health advice provided by relevant professionals in accordance with approved plans.	<ul style="list-style-type: none"> <li>Meal plans are followed and implemented to meet participant health and nutrition needs.</li> <li>Nutrition and Swallowing Plans are strictly adhered to.</li> <li>Health concerns are escalated immediately to Assistant Team Leaders or Team Leaders.</li> <li>Active participation in training of all plans.</li> </ul>
Adhere to all policies pertaining to health requirement to ensure the health, safety and wellbeing of participants and other staff.	<ul style="list-style-type: none"> <li>Health documentation is completed, and actions followed.</li> <li>Contribute to the completion of audit and NDIS requirements.</li> <li>Out of date actions are reported to the Team Leader.</li> <li>Provide input into CHAP process and actions as required.</li> </ul>
Manage and administer medication in alignment with medication management guidelines.	<ul style="list-style-type: none"> <li>Adhere to relevant guidelines.</li> <li>Medication administration is implemented accurately.</li> <li>Medication errors are reported immediately.</li> <li>Participate in medication training as required.</li> <li>Demonstration of on-the-job compliance.</li> </ul>

<b>Role Priority 2:</b> Support Participants by maximising their strengths and opportunities to help them lead a connected and meaningful life by implementing Person Centred Active Support.	
Behavioural Guidelines	Evidence (KPI)
Support Participants to achieve their identified goals by implementing tailored person centred plans.	<ul style="list-style-type: none"> <li>Active support practices are applied consistently to all Participants in accordance with their person centred plan.</li> <li>Person centred tools are used and documented.</li> </ul>
Maintain appropriate communications with both internal and external stakeholders to ensure participants live a connected and meaningful life.	<ul style="list-style-type: none"> <li>Evidence of daily activities are documented.</li> <li>Participants are supported to maintain communication and appropriate relationships with those that are important to them.</li> </ul>
Identify and implement opportunities for improvement with Team Leader Assistant Team Leader.	<ul style="list-style-type: none"> <li>Participant survey results.</li> <li>Feedback from families and other stakeholders.</li> </ul>

<b>Role Priority 3:</b> Minimise risk by complying with organisational quality and safeguarding systems, processes and procedures.	
<b>Behavioural Guidelines</b>	<b>Evidence (KPI)</b>
Adhere to work practices, policies and procedures to safeguard the health, safety and wellbeing of Participants and others.	<ul style="list-style-type: none"> <li>• Policies and procedures are adhered to.</li> <li>• Review new and updated policies and procedures as required.</li> <li>• Issues are escalated to Team Leader and/or Assistant Team Leader as required.</li> <li>• Incidents are reported within required timeframes.</li> </ul>
Incident Management Procedure is followed to report breaches of workplace policies and procedures.	<ul style="list-style-type: none"> <li>• Breaches are reported as per policy and procedure.</li> <li>• Incident reports are written appropriately and in a timely manner.</li> </ul>
Take reasonable care of own health and safety, and the health and safety of others.	<ul style="list-style-type: none"> <li>• A safe environment is established and maintained.</li> <li>• Recognises early indicators of risk and behaviour that could lead to crisis.</li> <li>• Effective strategies compatible with the model of care are implemented as required.</li> <li>• Health and Safety procedures, instructions and rules are followed.</li> <li>• Participation in health and safety training and discussions.</li> <li>• Health and safety hazards, injuries and incidents are reported as soon as practicable.</li> <li>• Safety equipment and Personal Protective equipment is used as instructed.</li> <li>• Ensure Participant Safety Plans are followed.</li> </ul>
Clean and maintain homes so Participants and young people have a safe and welcoming environment to live.	<ul style="list-style-type: none"> <li>• Report any non-compliances with property or vehicles</li> <li>• Participants are supported to make their space homely.</li> <li>• Properties are kept neat and tidy at all times including garden and outdoor spaces.</li> <li>• Cleaning routines and schedules are adhered to.</li> </ul>

<b>Role Priority 4:</b> Be accountable for own performance and support others to do the same through effective instruction, coaching and mentoring, creating an empowered and high performing team.	
<b>Behavioural Guidelines</b>	<b>Evidence (KPI)</b>
Builds trusted relationships with others in alignment with our brand and values.	<ul style="list-style-type: none"> <li>• Participation in Supervision and Performance Reviews.</li> <li>• Actively seeks assistance when needed.</li> <li>• Attends all required training.</li> <li>• Identifies own developmental opportunities.</li> </ul>

Contribute to a trusted team environment where people support each other and feel comfortable to share ideas, knowledge and information.	<ul style="list-style-type: none"><li>• Attend all team meetings.</li><li>• Staff survey results reflect positive feedback regarding leadership.</li><li>• Reduction in calls to Emergency On-Call</li></ul>
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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: