

Our Vision

People living well

Our Values

We care – We work together – We achieve – We learn – We innovate

Position Description

Position Title	Disability Support Worker
Reporting to	Community Inclusion Team Leader
Direct Report/s	Nil
Budgetary Responsibilities	Nil
Liases with Internally	GH Staff Members, including Program Officers and other Disability Support staff
Liases with Externally	Participants Participants families and/or carers Community members Other agencies as required
Code of Conduct	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> - Maintain a high professional standard and work with integrity - Develop a collaborative working relationship - Communicate with respect and tolerance - Maintain a client focus - Adopt a Continuous Quality Improvement approach - Work within legislative and compliance framework - Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures
Position Context	<p>Disability Support Workers provide support to GH participants who have disabilities. This support is provided on an individual basis, in small or large group settings, and can be provided in the participant's home, at GH sites or in the broader community.</p> <p>Disability Support Workers have a critical role in providing high quality, safe and effective supports, which assist all participants to enhance their quality of life and maximise their ability and opportunity to exercise choice and control.</p>

Organisation Context

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

The Board of Governance provides strategic planning for Gateway Health.

The Board has delegated the operational management of the Agency to the Chief Executive Officer.

Executive staff provide direction, support and leadership to staff.

The Executive comprises;

- Chief Executive Officer
- Chief Financial Officer
- Manger People and Culture
- General Manager Client and Community Services
- Manager Primary Care
- General Manager Population Health, Planning and Performance

Program Managers provide immediate support and management within their program areas.

Corporate services are delivered through Finance, Payroll, Information Communications Technology, Human Resources and Quality and Safety.

Review of Position Descriptions:

This position description will be reviewed annually (June 30 each year), when the position becomes vacant or as deemed necessary.

Qualifications & Conditions:

Applicants MUST address the Selection Criteria below when completing an employment application or applications will not be considered

Selection Criteria:

Essential Qualifications, Certifications and Clearances:	<ul style="list-style-type: none">• Current First Aid Certificate including CPR• Current Working with Children's Check• Current Police Check• Minimum qualification of one of the following and/or substantial experience and skills in working with people with disabilities:<ul style="list-style-type: none">• Certificate IV Mental Health/Peer Support Work• Certificate IV Community Services• Certificate IV Disability• Certificate IV Aged Care/HACC• Certificate IV Allied Health• Gateway Health will consider students currently studying one of the above or similar qualifications• Eligible to work with people with disability – not listed under the Victorian Disability Worker Exclusion Scheme• Current Drivers licence and willingness to use own vehicle for work purposes (reimbursed according to Award)
Essential Skills, Knowledge and Experience:	<ul style="list-style-type: none">• Knowledge of human rights approach in working with people with disabilities• Sound knowledge of the NDIS and how it assists people to achieve their goals• Commitment to maximising choice and control for people with a disability• Practical understanding of person centred approaches in working with people• Demonstrated interpersonal skills, with the ability to communicate and relate well to people we support and their families• Knowledge of local community networks and ability to demonstrate a commitment to ensuring the community is provided with a positive image of people with disabilities• Demonstrated ability to work effectively with others as part of a team and contribute to team goals• Willingness to participate in shift work which may include working a variety of days, weekends, afternoon and evening shifts and public holidays.• Demonstrated competency in computer literacy, administrative and documentation skills

Salary & Conditions:

Salary/Conditions:	<ul style="list-style-type: none">• Home Care Worker, Level 4, Pay Point 1• Salary packaging as per company policy• Current Working with Children's Check and current Police Check• This position will work in a range of community settings, so travel is required as part of this role.
Enterprise Agreement	<ul style="list-style-type: none">• Social, Community, Homecare and Disability Services Industry Award 2010 (SCHADS)

Key Responsibilities

1. PERSONAL & PROFESSIONAL DEVELOPMENT

Demonstrated experience and understanding of the need for continuation of both personal & professional development.

- Continually develop both personally and professionally to meet the changing needs of your position, career and organisation.
- Have a sound knowledge of relevant organisational policies and procedures as well as program work practices.
- Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required.
- Actively participate in the organisation's Performance Management Process.

2. COMMUNICATIONS & ORGANISATION CULTURE

Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external participants.

- Act in a professional manner at all times when dealing with internal & external participants.
- Positively promote Gateway Health, the Community Inclusion Program and the NDIS both internally & externally.
- Be prompt and provide courteous service to participants, colleagues and the broader community.
- Maintain confidentiality on all issues relating to the organisation, the participants & fellow colleagues.
- Treat all participants with respect whilst being responsive to their needs, and promote a culture which prioritises participant choice at all levels of service delivery.
- Observe and comply with the Gateway Health values and code of conduct.
- Maintain close communication with line management through various available communication processes.

3. ADMINISTRATION & DOCUMENTATION

Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Participate in the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the Community Inclusion Program.
- Ensure that all clinical and administrative documentation is accurate and completed in a professional and timely manner.
- Maintain service delivery records in a timely and accurate manner to meet legal requirements and support NDIS billing.
- Comply with OH&S and other relevant legislation.

4. TECHNICAL SKILLS & THEIR APPLICATION WITHIN THE ROLE

Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.

Tasks:

- Provide individual and group-based support for people with disabilities to help them achieve their goals through skill development and meaningful engagement in activities of their choice
- Provide personal care, support and physical assistance for participants, including those with complex needs, in a safe and sensitive manner – including toileting, communication, eating and drinking, behaviour support, medication management and transport
- Assist with the delivery of a range of group-based activities, at GH sites or in community venues.
- Maintain a clean, safe and pleasant working environment (e.g. clean up spills, clean and tidy up shared areas after groups, etc.)

Person:

- Understand the needs and experiences of the people we support
- Empower individuals and respect their right to make informed decisions and choices
- Promote dignity, privacy and confidentiality
- Demonstrate a commitment to meeting the needs of the people we support and upholding their rights regardless of personal values and attitudes
- Work effectively with the person's abilities, strengths and needs
- Develop and maintain a safe and professional relationship with all people we support
- Provide appropriate role modelling for the people we support
- Practice active listening and develop trust with the people we support and their support networks
- Ensure consistency of approach with the people we support
- Ensure that any medications taken by the people we support are administered according to the Management of Medication Policy and Procedure

Place:

- Support skill-development activities that encourage participation in leisure, sport, recreational activities, and community inclusion
- Support people to maintain regular contact with family, friends and advocates and to develop personal, community and social relationships
- Support people to establish connections and networks that extend beyond the service system (for example, community groups, neighbours, clubs etc.) that is aligned with individual goals

Cultural Sensitivity and Awareness:

- Develop knowledge and understanding of cultural backgrounds and perspectives and utilise this knowledge to improve your practice and support of people

- Embrace the cultural needs and views of the people we support and incorporate into their daily lives
- Value and respect the diversity of cultures in the process of implementing support plans
- Ensure that support is linguistically and culturally appropriate to the needs of the people we support
- Embrace diversity positively and adopt an anti-bias approach
- Understand the current trends, issues and philosophies that underpin the provision of services to people

Participation as part of a Support Team:

- Contribute to and support team decisions
- Buddy with and mentor new staff as directed

5. TEAMWORK & COMMUNICATION

Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.

- Be aware of, and practice according to, the organisation's objectives and values.
- Demonstrate the ability to work positively within the Community Inclusion Program to achieve agreed goals.
- Work harmoniously with other team members to ensure that a quality service is provided to our participants.
- Demonstrate effective communication skills (verbal, written and assisted) in dealing with participants, visitors, staff, etc.

6. CONTINUOUS QUALITY IMPROVEMENT

Commitment to ensuring quality services are delivered to both internal & external participants through continuous improvement activities.

- Actively contribute to quality improvement initiatives, accreditation processes and other program activities to meet the standards set by the Quality Improvement Council, the Department of Health and Human Services, the NDIS Quality and Safeguards Commission and other regulatory bodies.
- Demonstrate ability to use initiative and skills in planning and prioritising daily activities.
- Demonstrated understanding of all relevant external legislation and internal policies and procedures that relate to this role and the organisation.
- Actively participate in employment induction and team meetings.

Employment Details:

Name:	
Classification:	Home Care Worker, Level 4, Pay Point 1
Program:	Community Inclusion
Enterprise Agreement:	Social, Community, Homecare and Disability Services Industry Award 2010 (SCHADS)
Date Joined Company or commenced role	
Responsible to:	Community Inclusion Team Leader

Performance Monitoring:

An initial review of performance will be undertaken within three (3) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date:

Next Appraisal Date:

I _____ (*full name*) hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the organisation.

Employee Signature

Date