

Position Description			
Name:		Date:	
Position Title:	Disability Support Worker (casual)		
Reporting to:	Community Inclusion Program Officer		
Direct Reports:	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	Community Inclusion Program staff, including Program Officers, Rostering, Team Leader, Program Manager, other Disability Support Workers and Allied Health Assistants Gateway Health (GH) staff, including Quality, Risk/Compliance, IT and People & Culture roles		
Liases with Externally	Participants Participant's families and/or carers Community members Other agencies as required		
Position Context	<p>Disability Support Workers provide a range of supports to GH participants who experience a variety of disabilities, including psychosocial disability. This support is provided on an individual basis, in small or large group settings, and can be provided in the participant' home, at GH sites or in the 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> <p>Gateway Health has a long-standing commitment to people with mental illness and psychosocial disability, and is seeking Disability Support Workers with the skills and personality to work with this group of participants, as well as those with other disabilities.</p>		
Organisation Context	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>The Board of Governance provides strategic planning for Gateway Health.</p> <p>The Board has delegated the operational management of the Agency to the Chief Executive Officer.</p> <p>Executive staff provide direction, support and leadership to staff.</p> <p>The Executive comprises;</p> <ul style="list-style-type: none"> Chief Executive Officer Chief Financial Officer General Manager Client and Community Services General Manager Population Health, Planning and Performance Manager People and Culture <p>Program Managers provide immediate support and management within their program areas. Corporate services are delivered through Finance, Payroll, Information Communications Technology, People and Culture, Quality and Compliance.</p> <p>Review of Position Descriptions:</p> <p>This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>		
Code of Conduct	Employees are expected to, at all times:		

	<ul style="list-style-type: none"> • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect • 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
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Best Practice

(Knowledge & application of skills required for this position. Knowledge & understanding of equipment, legislation, policies & procedures)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Provide individual support and empowerment for people with psychosocial and other disabilities to help them achieve their goals through skill development and meaningful engagement in activities of their choice • Use a strengths-based, person-centred approach when working with all participants with disabilities, to promote independence • Use a recovery-focused, trauma-informed approach when supporting people with psychosocial disability • Undertake or assist with the delivery of a range of group-based activities, at GH sites or in community venues. • Support people to establish and build on connections, networks and relationships that extend beyond the service system (eg. friends, community groups, neighbours, etc) in alignment with individual goals • Develop and maintain safe, effective and professional relationships with participants, use active listening to develop trust, and provide appropriate role modelling • If required, provide personal care, support and 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 	<ul style="list-style-type: none"> • Punctual attendance at all rostered shifts • Demonstration of all key responsibilities in service provision. This is evidenced by completion of all required documentation regarding each shift, which should include: <ul style="list-style-type: none"> - Work towards participant goals - Engagement in meaningful activities - Evidence of the participant being encouraged to and exercising choice and control - Use of a recovery-focussed, trauma-informed approach - Evidence of planning and evaluation of activities - Demonstrated understanding of the participant's needs - Documentation of any personal care provided, if relevant - Documentation of any identified risks

Research, Leadership and Education

(Demonstrated experience and understanding of the need for continuation of personal & professional development)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Successfully undertake and update mandatory training in the timelines required • Actively participate in training opportunities and team meetings provided by Gateway Health • Continually develop both personally and professionally to meet the changing needs of your position, career and organisation • Assist with and contribute to the education, support and supervision of volunteers and students on placement, as required 	<ul style="list-style-type: none"> • Maintain professional development as required (i.e current first aid, CPR) • 100% compliance within all agency mandatory training and updates • The provision of evidence based practice in line with funding requirements

Team, Culture Building and Communication <i>(Communication & interpersonal skills including liaising with internal & external stakeholders)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Work collaboratively with colleagues in the Community Inclusion program to ensure continuity of care and provision of safe services, in accordance with the CI Program communication procedures and directions • Actively participate in all CI program meetings, as required • Uphold the Gateway Health values, encourage and support others to do so, and take appropriate action if breaches of the values are observed • Positively promote Gateway Health, the Community Inclusion Program and the NDIS, both internally and externally • Demonstrate awareness of cultural safety issues for participants and colleagues who are Aboriginal or Torres Strait Islanders, are from culturally or linguistically diverse communities, have a disability, are LGBTIQ+ or who experience other barriers to equal participation in services or the workplace 	<ul style="list-style-type: none"> • Minimum 90% attendance at Community Inclusion and/or Disability Support Worker meetings, as rostered • Active participation in meetings, as evidenced by involvement in discussions, asking questions, volunteering for tasks, commenting during group conversations, fully participating in any activities, small group discussions etc
Clinical and Administrative Systems <i>(Org processes, admin & documentation requirements, professionalism & timely reporting)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Ensure that accurate records of all service delivery activities are kept, using the approved Client Information Management System (SupportAbility), or another system as directed by your line manager • Ensure that timesheets are accurate and provided in the required timeframes 	<ul style="list-style-type: none"> • All service delivery notes completed within agreed time frames and in accordance with GH policies and procedures • All timesheets are completed accurately and within agreed timeframes
Quality, Safety and Compliance <i>(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Provide and update Working with Children(s), Disability Workers Exclusion scheme and Police Checks and immediately report any changes to their status to Gateway Health • Ensure an understanding of individual responsibility for participant safety, quality and risk and adhere to the relevant policies, procedures and guidelines. Procedures include: mealtime supervision, medication, and authorisation and use of restrictive practices • Participate in line management and clinical supervision meetings as required • Ensure a safe working environment for yourself, your colleagues and members of the public • Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to participants and the Gateway Health workforce 	<ul style="list-style-type: none"> • All incidents, near-misses and hazards are reported accurately, through the appropriate mechanism, and within required timeframes • Any breaches of procedure by self or others are reported accurately, through the appropriate mechanism, and within required timeframes • Develop and maintain a personal care plan • Minimum 90% attendance at scheduled Gateway Health Clinical Supervision or Line Management meetings • Demonstrated participation in ongoing Quality Assurance and Quality Improvement activities

<ul style="list-style-type: none"> • Contribute to organisational quality and safety initiatives • Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public • Comply with requirements of the Service Standards applicable to service delivery and other relevant standards, regulations and legislative requirements 	
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Qualifications, Skills and Other Requirements

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Provide evidence of annual renewal of First Aid Certification (including CPR) • Provide minimal qualifications and evidence of ongoing training and further education 	<ul style="list-style-type: none"> • Maintain currency of First Aid skills and certification

Key Selection Criteria
Applicants MUST address the Selection Criteria below when completing an employment application

<p>Essential</p> <ol style="list-style-type: none"> 1. Ability and willingness to behave in accordance to the Gateway Health Values of <i>We Care, We work together, We achieve, We learn, We innovate.</i> 2. Minimum qualification at Certificate IV level in one of the following: Mental Health, Mental Health Peer Work, Community Services, Disability, Aged Care/HACC or Allied Health Assistant. Gateway Health will consider students currently studying one of the above or similar qualification, especially if they already have experience and skills in working with people with disabilities and/or mental health issues 3. Current First Aid Certificate (including CPR) 4. Commitment to using a human rights-based, person-centred approach in working with people with all types of disability, and maximising their choice and control at all times 5. Sound knowledge of the NDIS and how it can assist people to achieve their goals 6. Demonstrated high level interpersonal skills, with the ability to communicate with and relate well to people we support and their families, especially those who have diverse communication styles and needs 7. 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 8. Demonstrated ability to work effectively with others as part of a team and contribute to team goals 9. Demonstrated competency in computer use, including the use of client information management systems, email, administrative and clinical documentation skills. Must have a personal smart phone and data, to enable effective use of client information system off-site 10. Willingness to participate in shift work, which may include a variety of days, weekends, afternoons and/or evenings, and public holidays 11. Current Australian Drivers Licence or accepted International Drivers licence, and access to/willingness to use and maintain own vehicle for work purposes (reimbursed as per Award) 12. Satisfactory National/International Police, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement. Evidence of completion of the NDIS Quality, Safety and You module (certificate) must also be provided prior to commencement.
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Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not

placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at other locations may be required

Award and Conditions

- Classification: Social and Community Services Employee, Level 2 Pay Point 2 - \$29.30 per hour, plus casual loading (\$36.63) and 9.5% superannuation
- Casual contract, ongoing
- Salary packaging as per company policy
- Reimbursement of private vehicle use, as per the Award
- This role will be based at either our Albury-Wodonga or Wangaratta site, with availability for shifts at other locations negotiated with the successful applicant/s
- Initial 6 month probationary review and then annual performance appraisal
- Social, Community, Homecare and Disability Services Industry Award (SCHADS) 2010

Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____

Date: _____

Print Name: _____