

Position Description			
Name		Date	January 2022
Position Title	Disability Support Worker (Casual)		
Department	Community Inclusion (CI)		
EBA / Award	Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100] SCHADS		
Classification	Social and Community Services Employee Level 2, Pay Point 2		
Primary Site	Wangaratta/Wodonga Occasional travel to other sites may be required		
Reporting to	Program Officer		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	<p>Community Inclusion Program staff: Program Officers, Rostering, Team Leader, Program Manager, Disability Support Workers and Allied Health Assistants.</p> <p>Other Gateway Health staff: Reception and Customer Service, facilities and fleet, Quality, Risk/Compliance, Information Technology, finance, payroll and People Working Well.</p>		
Liases with Externally	<p>Participants Participant's families and/or carers Community Members and community facilities/businesses Other Agencies, as required.</p>		
Program Information	<p>The Community Inclusion program provides National Disability Insurance Scheme (NDIS) services governed by the National Disability Insurance Agency. The aim of the NDIS is to improve the lives of people with a disability. Community Inclusion supports this by building independence, and maximising individual choice and control, promoting and supporting social inclusion and community participation. The Community Inclusion program provides individual and group supports, as well as Support Coordination and Recovery Coaching under the NDIS.</p>		
Purpose of the role	<p>The role of a Disability Support Worker (DSW) is to provide a range of supports to Gateway Health participants who experience a variety of disabilities, including psychosocial disability.</p> <p>This support is provided on an individual basis, in small or large group settings, and can be provided in the participant's home, at Gateway Health sites or in the community. DSW's have a critical role in providing high quality, safe and effective supports, which assist 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, as well as to people from diverse backgrounds. We are seeking DSW's with the skills and personality to work with all of our diverse participants.</p>		
About Gateway Health	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>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing.</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus

- Adopt a Continuous Improvement approach
- Work within legislative and compliance framework.

Key Responsibilities and Accountabilities

Role Specific

- 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 and maximise choice and control
- Use a recovery-focused, trauma-informed approach when supporting people with psychosocial disability
- Undertake or assist with the delivery of a range of individual/group-based activities, in community venues or Gateway Health sites.
- Support people to establish and build on connections, networks and relationships that extend beyond the service system (e.g. 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
- 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
- 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
- Ensure timely and 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 and any other information per organisational policy.
- Ensure accurate timesheets are provided in required timeframes
- Provide and update Working with Children(s), NDIS Worker Screening Check 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 and regular performance reviews and appraisals
- Ensure a safe working environment for yourself, your colleagues and members of the public
- 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
- Provide evidence of annual renewal of First Aid Certification (including CPR)
- Provide minimal qualifications and evidence of ongoing training and further education
- Successfully undertake and update mandatory training in the timelines required
- Actively participate in training opportunities and team meetings provided by Gateway Health
- Any other duties as directed by your manager that are considered a reasonable requirement of the role.

Financial Management

- Follow all Gateway Health financial procedures.

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Community Inclusion team, work environment and to Gateway Health.
- Ensure your behaviour is congruent with organisational values, behaviours and goals.
- Contribute to the development of procedures and systems within this program.
- Positively embrace and adopt change as it occurs.

Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the GH Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

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 and travel to other locations will be required.

Key Selection Criteria

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

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We CARE, We WORK TOGETHER, We ACHIEVE, We LEARN, We INNOVATE.*
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/living (life skills) with people with disabilities and/or mental health issues.
3. 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.
4. Sound knowledge of the NDIS and how it can assist people to achieve their goals.
5. 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.
6. 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.
7. Demonstrated ability to work effectively with others as part of a team and contribute to team goals.
8. 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.
9. Willingness to participate in shift work, which may include a variety of days, weekends, afternoons and/or evenings, and public holidays.

Mandatory Requirements *(also must be addressed in Application as part of Selection Criteria)*

- 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)
- Confirmation of your right to work in Australia, Satisfactory National/International Police, NDIS Worker Screening Check and Victorian Working with Children Checks must be provided prior to commencement.
- Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.
- Current First Aid Certificate (including CPR).



I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateway Health’s Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- 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. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- 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

(print name):

**Employee
Signature:**

Date:
