

# POSITION DESCRIPTION



## DISABILITY SUPPORT WORKER

**Position Number:** 423111

**Classification:** Social, Community, Home Care and Disability Services Award 2010, Social and Community Services Employee Level 2 plus superannuation

**Date:** March 2022

### POSITION OBJECTIVES

As one of South Australia's leading providers of disability services, we are dedicated to human rights and to ensuring individuals with a disability have greater choice, control, and freedom over their lives.

We aim to provide professional services, advice, and support for individuals and their families that is community-based, dignified, person-centred and reflects the individual needs, preferences and skills of people with disabilities and those who support them. Our goal: to be a trusted partner, helping to create a more independent life for people, now and in the future.

Support Workers play an integral role in the success of our services and the achievement of our vision, mission and organisational objectives. They recognise the right of people with disabilities to inclusion, participation and self-determination. Their personal values align with those of Friendly and Graceful care Services (FGCS) and this is demonstrated in their work on a daily basis.

### ORGANISATIONAL RELATIONSHIPS

<b>Reports to :</b>	Quality and Health Services Manager
<b>Directly Supervises:</b>	Nil
<b>Internal Liaisons:</b>	Executive Leadership team, Registered Nurse, employees at all levels
<b>External Liaisons:</b>	Health Practitioners, Family / Guardians, Consultants

### KEY RESPONSIBILITIES AND DUTIES

The specific duties that you will undertake as a support worker will be dependent on the participant you support or their family as agreed with by FGCS. Please refer to the "Support Requirements" section of each person's profile for an overview of the duties required by each person you support.

Further verbal and/or written instructions may be provided by FGCS. As a general rule, FGCS requires support workers to perform all tasks within the following guidelines:

- Perform all duties with professionalism and care in line with FGCS' Competency Framework.
- At all times, work under general guidance from the Quality and Health Services Manager, within clearly defined guidelines. This means that the tasks you undertake should be clearly explained to you, with guidance given should you need it as you go.
- You are responsible for managing your time, and for planning and organising your own work.
- You will be expected to perform some work with limited supervision within your scope of practice.
- Perform activities requiring the exercise of sound judgment, initiative, confidentiality, and sensitivity in the performance of work. However, guidance should be available to you should you need it.

- Follow all FGCS guidelines in regard to incident reporting, mandatory reporting, providing feedback and flagging risks.
- Read and access relevant policies, procedures, and other documents to maintain currency of knowledge and information required to perform in your role.

As a general rule, FGCS support workers may be asked to provide support in the following areas:

- Assisting people seeking support with personal care, health care and hygiene in areas such as dressing, bathing, toileting and eating.
- Assisting people seeking support to develop community skills by facilitating their participation in budgeting, shopping, meal planning and preparation, cooking and management of residence.
- Supporting activities of mobility and transferring, which promote independence. Clear instructions should be provided by the person seeking support/their family to enable you to undertake this work.
- Supporting necessary household duties such as cooking, cleaning and laundry activities.
- Supporting people to keep themselves and their environments safe, clean and healthy.
- Ensuring health care activities are addressed, such as taking medications or attending medical appointments. Clear instructions should be provided by the person seeking support to enable you to undertake this work.
- Maintaining social, vocational and community activities, as well as developing relationships in the wider community.
- Assistance in the development of care plans in conjunction with the person seeking support or their representative.
- Secretarial support and/or assistance with administrative functions.

#### **Assessing Risk:**

Support workers must assess risk in determining whether tasks, activities or duties are beyond the scope that could reasonably be expected from someone in the role of support worker.

Examples of tasks, duties or activities outside the remit of support worker include:

- Any activity involving specialist knowledge, skill or abilities that you do not possess.
- Performing any sort of medical procedure or intervention without clear instruction, and which are beyond your skills, experience and qualifications.
- Operating heavy machinery.
- Using substances, tools or equipment (e.g. hoists) not fit for purpose or without adequate training and guidelines from the person you support or their family.
- Performing any activity that has the potential to affect health and safety tools without first assessing risks and ensuring effective controls are in place.

### **Program / Service Delivery**

- Complete support shifts for consumers in line with the shift description and individual support plan
- Complete all case notes at the closing of each support shift and ensure that these are uploaded to the appropriate case management system
- Report and incidents or participant related issue back to the Quality and Health Services Manager as soon as possible
- Complete alternative administration tasks as directed by the Quality and Health Services Manager or registered Nurse

### **Quality and Risk**

- Ensure all legal, funder and statutory requirements pertaining to the position are met including
- serious incidents, reportable conduct and mandatory reporting (child safety)

- Identify, report, manage and respond to emerging issues in an appropriate and timely way
- Contribute to and promote a positive safety culture by taking reasonable care for your own and other's health and safety

## People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful, and enthusiastic work environment

## Personal Accountability

- Compliance with FGCS' values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children and vulnerable adults who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with FGCS employees and external stakeholders in accordance with FGCS' Code of Conduct.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

## RESPONSIBILITIES FOR ALL FRIENDLY AND GRACEFUL CARE SERVICES EMPLOYEES

### Work Health and Safety

Friendly and Graceful Care Services is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Work Health and Safety Act 2012 (SA) and all Regulations, Codes of Practice, and Friendly and Graceful Care Services policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others
- Participate in Work Health and Safety training
- Assist with audits of work procedures, equipment and workplaces
- Identify areas of improvement by contributing to the Safety System within Friendly and Graceful Care Services
- Contribute ideas and suggestions that promote safety awareness
- Be aware of emergency procedures
- Report unsafe work practices, incidents, hazards and near misses
- Report unacceptable workplace behaviours such as harassment and bullying
- Promote and champion a culture of safety within the workplace

### Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested
- Demonstrate an understanding of, and a commitment to, Friendly and Graceful Care Services' Risk Management Standard Operating Procedure.

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- Report all hazards and incidents of which they become aware

## Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities
- Comply with Friendly and Graceful Care Services records management processes
- Keep accurate and complete records of business activities and decision making
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

## Participant Engagement

Friendly and Graceful Care Services is committed to enhancing the opportunities it provides to participants to be involved in its decision-making processes. Employees are required to demonstrate a commitment to participant engagement. This includes:

- Adhering to Friendly and Graceful Care Services' participant engagement strategy, policy, and framework
- Providing genuine opportunities for participants to be involved in relevant Friendly and Graceful Care Services' decisions and projects
- Involving participants, family/guardians and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing participants, family/guardians and stakeholders with relevant and timely information to inform their participation

## Equal Opportunity

Friendly and Graceful Care Services' offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

## Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy Act 1988, the freedom of Information Act and Friendly and Graceful Care Services' Information Privacy and Health Records policies. Both during and after employment with Friendly and Graceful Care Services', employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at Friendly and Graceful Care Services for any purpose other than the discharge of official duties.

## OTHER REQUIREMENTS

- Tasks within this role are occasionally required to be undertaken in the evenings or on weekends.
- Employment is subject to a satisfactory six month probationary period
- Employees must comply with Friendly and Graceful Care Services' Employee Code of Conduct
- A current South Australian driver licence.
- Maintain a satisfactory National Criminal History Check and other NDIS mandatory screening

## QUALIFICATIONS AND EXPERIENCE

The incumbent requires the following:

- Certificate III or higher in Disability Support or another relevant qualification. Enrolment to study will be considered.
- Experience in the Disability or Community Services field.

## PHYSICAL CRITERIA

- Frequent lifting up to 16kg
- Frequent bending at knees and/ or hips.
- Kneeling
- High grip strength (above 15kg / 50%)
- Good cardiovascular fitness.
- Standing for long periods
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Bilateral lift 10kg
- Unilateral carry 10kg
- Frequent pushing / pulling

## KEY SELECTION CRITERIA

1. Ability to demonstrate and authentically promote FGCS’ values and requirements under the Competency Framework.
2. Demonstrated understanding of the National Disability Insurance Scheme.
3. Proven capability to build relationships with stakeholders to achieve outcomes.
4. Demonstrated ability to communicate clearly and succinctly, with careful attention to detail.
5. Ability to give and gain cooperation at all levels.
6. Proven high level of analysis and problem solving.
7. Willingness to be proactive and help others, contributing to the continuous improvement of a positive, collaborative and effective work environment.

## APPROVAL

<b>Prepared By:</b>	Strategic & Operational Advisory Consultant
<b>Approved By:</b>	Executive Leadership Team
<b>Date:</b>	March 2022
<b>Employee Acceptance:</b> <i>(name and signature)</i>	
<b>Date:</b>	

**PLEASE NOTE:**

***Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary. Position Descriptions and staff performance will be reviewed regularly. In signing this document, I confirm that I have read, understood and acknowledge the Position Description for this position and agree to operate within its bounds.***

