

Position Description



This Position Description sets out the scope and main duties of the role. It does not include or define all tasks the incumbent may be expected to carry out, and it recognises that duties may vary from time to time.

Position Title:	Community Support Worker	Department:	Client Services
Classification:	Enterprise Agreement	Unit:	SIL, IHS, LCP, STA, MTA
Job Type:	Full Time, Part Time or Casual	Location:	Various
Reports to:	Team Leader	Direct Reports:	Nil

Organisational Overview

DLi is a leading provider of disability support services in South Australia. For more than 40 years, we have supported South Australians to live the life they choose through a broad range of services. We deliver these services with knowledge, experience, diligence and enthusiasm.

Our clients benefit from our mature approach to disability service provision through our Quality and Safeguarding Team which is responsible for driving a culture of industry best practice and compliance within the organisation, setting us apart from our competitors. The team provides specialist NDIS, psychological and legal compliance advice and support to our staff, managers, team leaders and support workers, ensuring that our clients best interest are at the centre of everything we do at all times and our service delivery is of the highest standards.

Our Values

Everything we do at DLi is underpinned by our values. These are:

- **Impactful:** We have a positive impact, supporting people to thrive and succeed.
- **Joyful:** We create a positive environment, taking great delight in supporting others to flourish.
- **Connected:** We take the time to build strong connections so that people feel supported, valued & safe.
- **Supportive:** We are kind, understanding and encouraging of people's goals and aspirations
- **Genuine:** We are sincere, honest, respectful and fair.

Summary of the Broad Purpose of the Position

The Community Support Worker is responsible for the efficient and effective provision of personal care, daily living and lifestyle support services to clients with a disability. You will support clients to develop independence, social connections, community participation and to achieve their personal life goals, working both individually and as a part of a team.

You may be asked to undertake other duties as required commensurate with skills, knowledge, experience or qualifications at the discretion of management.

Position Responsibilities & Duties

Activities of Daily Living and Supports

- Provide direct support to clients that is person-centred and based on client choice, control and active participation in all aspects of their life.
- Provide direct assistance to enable clients to meet activities of daily living, including personal care, medication administration, home care, meal preparation, mealtime assistance and accessing community services and activities.
- Assist clients to explore and develop natural friendships and relationships.
- Assist clients to identify social and community interests and opportunities.
- Assists clients with the management and safety of their finances.
- Be present, observe and pay attention to the clients changing needs.
- Balance duty of care with dignity of risk, empowering clients for greater independence.
- Assess and manage risks effectively to ensure client safety and wellbeing.
- Show initiative, identify problems and suggest solutions without being asked.

- Build good relationships and communicate effectively whilst maintaining professional boundaries with clients and their families.
- Work effectively with people from diverse backgrounds.
- Maintains professional communication and behaviour in difficult situations.

Team Work

- Contribute to a positive team culture and a consistent approach to client supports.
- Attend and actively contribute to team meetings.
- Escalate decisions outside of delegated authority.
- Discover and create innovative ways to share good practice in team services and single employee services.
- Aware and respectful of other cultures.
- Identify unauthorised restrictive practices and comply with authorised restrictive practices.

Record Keeping, Reporting and Compliance

- Accurately update Client records.
- Reporting all risks, hazards, near misses and client incidents within the required timeframe.
- Provide timely and accurate responses to internal and external audits and investigations.
- Cooperate with investigations regarding client safety and wellbeing.
- Ensure medication is appropriately administered and recorded.
- Individual client health plans are initiated and monitored.
- Maintain Client confidentiality, and securely store client information.

Innovation and Change

- Put forward ideas for service improvement.
- Support organisational service improvement and change initiatives.
- Participate in improvement initiatives.

Operational Requirements

- Ensure that DLI's values and code of conduct are consistently upheld.
- Read, understand and comply with all DLI's policies and procedures.
- Client support is person centred and based on client choice, control and active participation in all aspects of their lives.
- Build relationships with key internal and external people and organisations.
- Remain up to date with sector trends and best practice.
- Show good judgement when making decisions.
- Audit, investigation outcomes, action plans and service improvement plans completed in the agreed timeframe in accordance with workplace requirements.
- Maintain appropriate levels of confidentiality by adhering to information security policies and procedures.
- Establish effective and collaborative working relationships with other business units.
- Comply with Work Health and Safety legislation, policies procedures and reporting requirements.
- Actively participate in DLI's Performance and Development systems.
- Demonstrate a commitment to own learning and development to maximise professional potential and capability.
- Maintain culturally sensitive and inclusive practice.
- Willingness to attend DLI's events and engage with DLI's client.
- Demonstrate commitment to upholding human rights regarding empowerment of clients through person-centred service delivery.

Requirements of the Position

Essential

- **Qualifications, Training and other requirements**
 - Minimum Certificate III in Disability, equivalent or relevant industry experience.
 - Current First Aid Certificate
 - Current CPR Certificate
 - Current Manual Handling Certificate (or willingness to obtain in the first 3 months of employment)
 - Current Basic Continence Care Certificate (or willingness to obtain in the first 3 months of employment)
 - Current Infection Control Certificate (or willingness to obtain in the first 3 months of employment)
 - NDIS Quality, Safety and You Certificate

- Child Safe Environments Certificate (if working with children under 18 years old)
- Proof of the right to work in Australia
- Other training that may be required according to client needs.
- **Employment Screenings and Professional Memberships**
 - Current NDIS Worker Screening
 - Current Working with Children Check (WWCC)
- **Experience**
 - Professional or lived experience supporting someone with a disability.
 - An understanding of the disability sector and person-centred principles.
 - Excellent communication skills, and a compassionate approach.
 - Knowledge and/or understanding of the NDIS requirements, including but not limited to NDIS Practice Standards, Specialist Behaviour Support, and Implementing Behaviour Support Plan Module, NDIS Quality & Safeguarding, reportable incidents, and regulatory compliance for NDIS Quality Commission.
 - Excellent understanding of WHS processes and standards.

Personal Abilities/Aptitudes/Skills

- Ability to perform as an individual, with limited direction as well as contribute to a team and work well in a team environment.
- Ability to communicate effectively with individuals with disabilities, their families and significant others.
- Ability to show initiative and be a self-starter.
- Excellent oral and written communication skills, able to communicate clearly and effectively at all levels with employees, individuals with disabilities, their families and significant others.
- Excellent organisational and time management skills including the ability to plan, set priorities and to meet deadlines, with flexibility to alter priorities to meet changing demands.
- Highly developed interpersonal skills, with the ability to establish trust, influence and gain buy-in from employees, volunteers and clients throughout the organisation.
- Genuine empathy and compassion for others.
- Trustworthy and reliable.
- Excellent problem-solving ability with a logical and fact-based approach to situations.
- Ability to advocate on behalf of disadvantaged persons or groups.
- Proven ability to network, communicate and negotiate effectively with community and other organisation's senior management, health providers and medical professionals.
- High level administrative and computer skills; competent in the use of Microsoft Office and database applications).
- Desire to make a difference.
- Reliable and consistently attends shifts as rostered and on time.

Special Conditions

- You must have and maintain a valid NDIS Worker Screening Check and Working with Children Check as per DLI policy.
- Comply with all DLI policies, procedures, reporting requirements including Work Health and Safety legislation and NDIS Quality & Safeguards requirements.
- Must be prepared to be flexible and to work over a 7-day roster, including mornings, afternoon, evenings, active nights, weekends, public holidays and sleepovers.
- Some work outside of normal rostered hours may be required.
- Agreement to be relocated to another DLI site within the organisation as required.
- Willingness to drive DLI's vehicles or use personal vehicle to transport clients.
- Maintenance of mandatory training certifications as required by DLI.
- Physical ability to undertake manual handling procedures (satisfactory Functional Capacity Evaluation with a practitioner of DLI's choosing and discretion may be required).
- Must be prepared to bring your own device (BYOD), such as a smartphone, with functionality (including internet access) to install and utilise essential systems and applications as required by DLI.
- DLI has a non-smoking policy for employees at all worksites and in all vehicles.
- Current Australian Driver's licence or ability to travel independently to other DLI sites.

Acknowledgement

I have read and understand the requirements of the above job description and position specification.

Employee's Name: _____

Employee's Signature: _____

Date: _____

Manager's Name: _____

Manager's Signature: _____

Date: _____

PD Review

By: Ben Wilson

Date: May 2022