

CPL Senior Direct Support Worker Position Description

Position title: Senior Direct Support Worker
Classification: SCHADs Award: Social and Community Services
Reports to: Service Facilitator

About CPL – Choice, Passion, Life

CPL is a leading community support provider across Queensland and Northern New South Wales, partnering with people with disability and their families to create meaningful change.

Through personalised support, specialised guidance and expertise in collaborative decision making, we empower each person to live the life they want at every stage.

We are driven by a deep commitment to understanding our clients' aspirations and turning their vision into reality.

Drawing on decades of experience, we deliver practical, impactful support that makes a real difference – combining our expertise with genuine care to support individuals, families, and communities.

Our vision

An inclusive society for all people.

Our purpose

To provide services for people with disability so they can lead the life they choose.

Our difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be here

At CPL Group, we love what we do and it shows in the way we choose to “Be here”, contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position purpose

To oversee, coordinate and provide support to people to access and live in the accommodation of their choice, actively promote independence and choice and assist individuals to develop networks and supports which will enable them to participate as valued members of their community.

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key responsibilities

- Oversees the support and assistance provided by Direct Support Workers as required, including providing guidance and support, communicating daily priorities and delegating tasks to ensure optimal service delivery.
- Provides support and assistance to individuals on matters of personal care including but not limited to bathing, toileting, dressing, eating and taking of medication.
- Implements and oversees, as appropriate, schedules of appointments and activities with health and other professionals and takes appropriate steps to ensure follow up action arising from such appointments is taken and recorded as necessary.
- Ensures the safe and appropriate lifting and transferring of individuals in accordance with the organisation's Workplace Health and Safety policies and procedures.
- Provides support and assistance to enable individuals to carry out a range of housekeeping functions in their home.
- Provides support and assistance to individuals to enable them to develop their level of competence in all aspects of daily life, and to develop and achieve their goals.
- Provide safe and effective services and supports for daily living to optimise the individuals' independence, health, well-being and quality of life.

- Ensures on all matters, individuals are offered the opportunity and encouraged in a positive manner to make their own decisions and choices about their lives and lifestyles.
- Ensures at all times that an individual's dignity and privacy is protected. Be responsible for upholding the rights of privacy of an individual and a client's personal information should not be disclosed without the express permission of the individual concerned.
- Actively participates in induction, training and education programs as required.
- Maintains necessary records of service provision and hours worked for purposes of service administration and accountability.
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key customers

- *Reports to Service Facilitators*
- *Liaises with: All CPL employees and clients*

Selection criteria

- Ability to oversee the work of others to ensure they work effectively to deliver high quality services; including basic knowledge of human resources management practices.
- High level of communication skills and the ability to negotiate and resolve conflict.
- Demonstrated problem solving skills within established guidelines and ability to establish workloads, set priorities and exercise judgement.
- Ability to work in both a team environment and independently.
- Capacity to undertake personal care support including lifting and transfers.
- Demonstrated skills, experience and training in supporting individuals with a disability or the elderly.
- Current 'C' class driver's license with regular access to vehicle (dependent on the position).
- Current Apply First Aid and CPR qualifications.

Additional requirements

These do not need to be addressed in selection criteria but must be included in application:

- Capacity to work flexible hours or a roster system.

- A Working with Children Check, Blue Card in Queensland, or a Working with Children Check in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguard Commission. – Qualification in Aged Care or demonstrated relevant experience working in aged care sector (Aged Care support position only).
- Provide a Statutory Declaration if you have been, at any time after turning 16, a citizen or permanent resident of a country other than Australia (Aged Care support position only).
- CPL is committed to the safety of our employees. People moving and manual handling are integral components of direct support work, and a degree of physical fitness, strength and flexibility is required to undertake this role safely. Safe handling procedures are documented and equipment including slide sheets and hoists. Training is provided.