



**Disability Support Worker –  
Accommodation Support**

**A. POSITION SUMMARY**

<b>Position Title:</b>	Disability Support Worker – Accommodation Support
<b>Team :</b>	Disability Services
<b>Reporting to:</b>	Mentor/Disability Project Officer
<b>Reports:</b>	None
<b>Status:</b>	Permanent Part Time/Casual
<b>Location:</b>	Various Locations
<b>Salary:</b>	

**B DISABILITY SERVICES OVERVIEW**

Woodville Alliance (WA) delivers a range of integrated programs and services for people with intellectual and physical disabilities, including day programs, support coordination and Supported Independent Living.

WA Disability Services utilize a positive strengths-based, person-centred philosophy that seeks to engage clients with their community to maximize client outcomes and is guided by the NDIS Practice Standards.

**C. JOB PURPOSE**

The Disability Support Worker – Accommodation Support is responsible for the delivery of high quality, person centred services for people with disability residing within Supported Independent Living or another accommodation service.

The position is responsible for working day to day with clients in understanding and assisting them to achieve their goals. Disability Support Workers support the client, by following client support plans that are designed at maximizing positive outcomes. You will be required to work according to a 24/7 roster which includes morning, afternoon, evening, overnight and weekend shifts.

The position has Five key areas of responsibility:

1. Individual Support – including personal care (showering, bathing, toileting and maintaining hygiene), management of behaviours of concern (including implementation of behaviour support plans and recording of incidents), implementation of other allied health plans. It is imperative that this role is focused on duty of care toward clients at all times.
2. Domestic Assistance - Providing support to the participant in domestic duties including tasks including cooking, cleaning, helping to perform laundry, and prepare meals.
3. Transport – provision of daily transport to and from the home to activities, day programs, medical appointments, and recreational outings. You may be required to use your own vehicle at times, if the company car is not available.
4. Individual and Team Responsibility – Working in a positive and constructive manner with all staff in the delivery of best practice client centric services.

5. Flexibility - The position may also, at times, be required to work in other program areas within WA Disability services including Day Program.

#### D. RELATIONSHIPS

In order to ensure best practice and quality service delivery is provided within the allocated funding this position must have well developed networks and relationships within the sector. These include but are not limited to:

- General Manager Disability Services
- WA Mentors
- WA Disability Services Manager
- WA Social Enterprise Manager
- External stakeholders – including family and significant others
- Other disability service providers with in South West Sydney
- Mainstream service providers
- Allied Health Professionals, other health professionals and Behaviour Support Specialists
- NDIS Representatives

#### E. JOB REQUIREMENTS

Key Result Area 1	<b>CLIENT CARE</b>
<b>Key Tasks</b>	
<ol style="list-style-type: none"> <li>1. Working individually with clients on a day to day basis in working towards their goals, recording their progress and evaluating and identifying the next steps required to achieve their goals.</li> <li>2. Provision of personal care support to clients including showering, bathing, toiletries, brushing of hair and maintaining hygiene.</li> <li>3. Responsible for the duty of care of clients allocated to you and any who are within close proximity to where you are working</li> <li>4. Assisting with the provision and/or preparation of healthy meals for clients and cleaning of kitchen areas following meal preparation.</li> <li>5. Provision of positive behaviour support to clients with behaviours of concern.</li> <li>6. To continuously encourage, motivate, acknowledge and validate the clients in every aspect of engagement.</li> <li>7. Ensure you speak, engage and work with clients and their families in a respectful and professional manner at all times. To portray values and attitudes in line with those of respect, equality, dignity and understanding. As well as portraying professionalism to all parties.</li> <li>8. Reporting of all incidents both verbally and in writing as they occur to supervisors following the incident management procedure.</li> <li>9. Provide feedback to staff, families and clients, and record progress &amp; communication notes as per relevant policies, procedures and work instructions.</li> <li>10. Be responsible for maintaining cleanliness of the house common areas, assisting clients with domestic tasks and reporting potential facility issues immediately.</li> <li>11. Commitment to attending and participating in staff meetings, staff development days and ad hoc company functions</li> </ol>	
<b>Key Performance Indicators</b>	
<ol style="list-style-type: none"> <li>1. Achievement of individual client goals in relevance to Supported Independent Living.</li> <li>2. Duty of care is exercised at all times to allocated clients and clients within close proximity of the worker.</li> <li>3. Clients' personal hygiene is upheld as per standards and all personal care activities are carried out in accordance with individuals' support plans &amp; WA policy</li> </ol>	

4. Positive and appropriate relationships with clients, families, other staff and stakeholders are maintained.
5. Clients are treated with dignity and as equals and peers at all times, particularly in the provision of personal care and positive behaviour support.
6. All incidents are reported to supervisors in a timely manner and according to all relevant policies, procedures and work instructions.
7. Clients are supported to prepare and consume healthy meals, or as requested by the client.
8. Client and family feedback is reflective of a positive experience with WA.
9. House common areas are clean and maintained as per standards required & clients are supported in performing domestic tasks as required. All facility issues are reported to supervisor when identified.

**Key Result Area 2**

**CLIENT TRANSPORTATION**

**Key Tasks**

1. Responsibility for the safe and timely transportation of clients to and from the home and to approved activities in a WA nominated or your own vehicle.
2. Safe keeping and maintenance (cleanliness) of the WA transport vehicle at all times with no personal use without prior approval.
3. Strict adherence to the roster and commitment to your Duty of Care/WHS requirements. Your duty of care encompasses your allocated clients as per the roster/staffing ratio, the environment, your colleagues and yourself.
4. Strict adherence to all relevant policies, procedures and work instructions.
5. You will be responsible for maintaining a NSW Roads and Waterways approved Drivers' License, relevant insurances for your own vehicle and obeying road rules when transporting clients. You will follow and understand the Woodville Alliance Client Transport Policy and Procedure prior to engaging in any transport activities.

**Key Performance Indicators**

1. Safe and timely collection and delivery of clients on transport runs.
2. All activities adhered to as per policy and procedure requirements and road rules are observed and obeyed accordingly.
3. WA vehicle used for permitted uses only.
4. WA vehicle is kept clean and in a safe, approved location.
5. Required registration and insurances of own vehicle are maintained and provided to HR in a timely manner.

**Key Result Area 3**

**TEAM WORK AND ROSTERING**

**Key Tasks**

1. To continuously encourage, motivate, acknowledge and validate all Disability team members in order to have beneficial and positive client centric practice in every aspect of engagement.
2. Commitment to person centred practices through active participation in professional development and training.
3. Strict adherence to the roster and commitment to your Duty of Care/WHS requirements. Your duty of care encompasses your allocated clients as per the roster/staffing ratio, the environment, your colleagues and yourself.
4. Complete timesheets daily, accurately reflecting your work.

**Key Performance Indicators**

1. Consistent and positive communication with all staff that promotes teamwork.
2. Training, both external and internal, is actively participated in and evident in daily work practice.
3. Adherence to roster and compliance with WHS / duty of care responsibilities.
4. Timesheets submitted to coordinators accurately and in a timely manner.

Key Result Area 4	<b>FINANCE</b>
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**Key Tasks**

1. Responsible for the use of organisational property and equipment in a safe and responsible manner which does not lead to damage due to misuse or failure to follow instructions.
2. Ensure that client services are provided as per their agreed funding/schedule of support and as directed by supervisors.
3. Ensure that client monies for household purposes are managed as per the relevant policies, procedures and work instructions.
4. Where necessary, support participants in using their personal money for individual purchases and guide them where appropriate, ensuring that relevant policies, procedures and work instructions are adhered to.

**Key Performance Indicators**

1. WA property and equipment is not damaged through improper or irresponsible use and Safe Operating Procedures (SOPs) are adhered to.
2. Cash reconciles upon return with appropriate receipts.
3. Clients are supported to build their capacity to manage their own money wherever possible.
4. All relevant policies, procedures and work instructions have been followed.

Key Result Area 5	<b>REPUTATION</b>
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**Key Tasks**

1. On all occasions act in accordance to the Organisation's Code of Conduct. Display the values of the Organisation to all internal and external parties to ensure we maintain a positive reputation.
2. Maintain positive working relationships with families, colleagues and stakeholders.

**Key Performance Indicators**

1. Organisational values are evident in day to day work and reflective of the WA Code of Conduct.
2. Evidence of effective and appropriate communication with all clients and stakeholders.
3. Client, colleague and family feedback is reflective of a positive experience with WA.

Key Result Area 6	<b>ADHERENCE TO COMPANY AND FUNDING BODY POLICIES AND PROCEDURES</b>
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**Performance Indicators**

- Adhere to and demonstrate commitment to company HR policies, procedures and work instructions as varied or created by WA from time to time.
- Adhere to and demonstrate commitment to company WHS policies and safe working practices as dictated and a varied or created by WA from time to time.
- Adhere to working conditions as stipulated in employment contract.
- Demonstrate adherence and commitment to meeting all key result areas of position description.

- Adhere to all relevant employment legislation as dictated by state and federal legislation inclusive of WHS Act 2011 and its regulations.
- Ensure all activities comply with WA & funding bodies policy and relevant legislative and regulatory requirements ensuring no non-conformance reports.
- Adhere to NDIS Code of Conduct, NDIS Quality and Safeguarding Framework, as well as the NDIS Practice Standards.

## F. RECRUITMENT INFORMATION

(The essential knowledge, experience, skills and personal attributes required for the position)

COMPETENCY AND SELECTION CRITERIA REQUIREMENTS	
1	Minimum Cert 3 in Individual Support, or equivalent
2	Experience of supporting people with intellectual and physical disabilities. Preferred experience in supporting clients within an accommodation setting and managing behaviours of concern.
3	Willingness and capacity to perform domestic assistance duties & personal care duties.
4	Ability to work independently without guidance or supervision
5	Knowledge of NDIS Practice Standards, NDIS Code of Conduct and successful completion of the NDIS Worker Orientation Module
6	Strong written communication skills and proficiency with technology e.g. Microsoft Outlook, SharePoint and Word
7	Ability to engage and recognise issues related to servicing Culturally and Linguistically Diverse clients.
8	Commitment to and an understanding of WHS responsibilities
9	Commitment to social justice principles and access and equity.
10	Current and verified NDIS Workers Check
11	Current and valid driver's license
12	Current First Aid Certificate with CPR
13	Provide proof of vaccination against COVID 19 via immunisation record

## G. OTHER REQUIREMENTS

- You may need to perform other reasonable duties which are not listed in this position description from time to time to meet our business and operational needs. This includes working in other service areas of our Disability program.
- You may be required to travel with notice to fulfill your duties.
- To work and promote the NDIS Practice Standards.
- To promote a person-centered culture of choice, inclusion and empowerment.
- A commitment to the principles of quality assurance and continuous improvement.
- Identify improvement opportunities, ideas and suggestions for quality improvements.
- Engaging in all client activities as per program roster inclusive of hydrotherapy.
- Administrative and computer-based tasks such as case notes and WA forms.
- Research for activities and services.
- Commitment to professional development and training
- Actively participate in maintaining a clean work environment.
- Working with clients in a community environment.
- Engage in moderate lifting when required e.g. helping with carrying of groceries, equipment and other similar resources.

**Approval**

<b>Managers Name</b>	<b>Managers Signature and Date</b>
<b>Employee Name</b>	<b>Employee Signature and Date</b>
<b>General Manager – Human Resources Name Veronique Besnard</b>	<b>General Manager -Human Resources Signature and Date</b>