

<b>POSITION TITLE:</b>	Disability Services Support Worker (Casual)
<b>POSITION NUMBER:</b>	
<b>DIVISION:</b>	Community, Recreation & Cultural Services
<b>SECTION:</b>	Disability Services
<b>GRADE:</b>	Dependent on service worked in: Grade 3 (Anson Street OOSH) Grade 4 (Residential Services)
<b>DELEGATIONS:</b>	Nil
<b>POSITION FTE HOURS:</b>	38

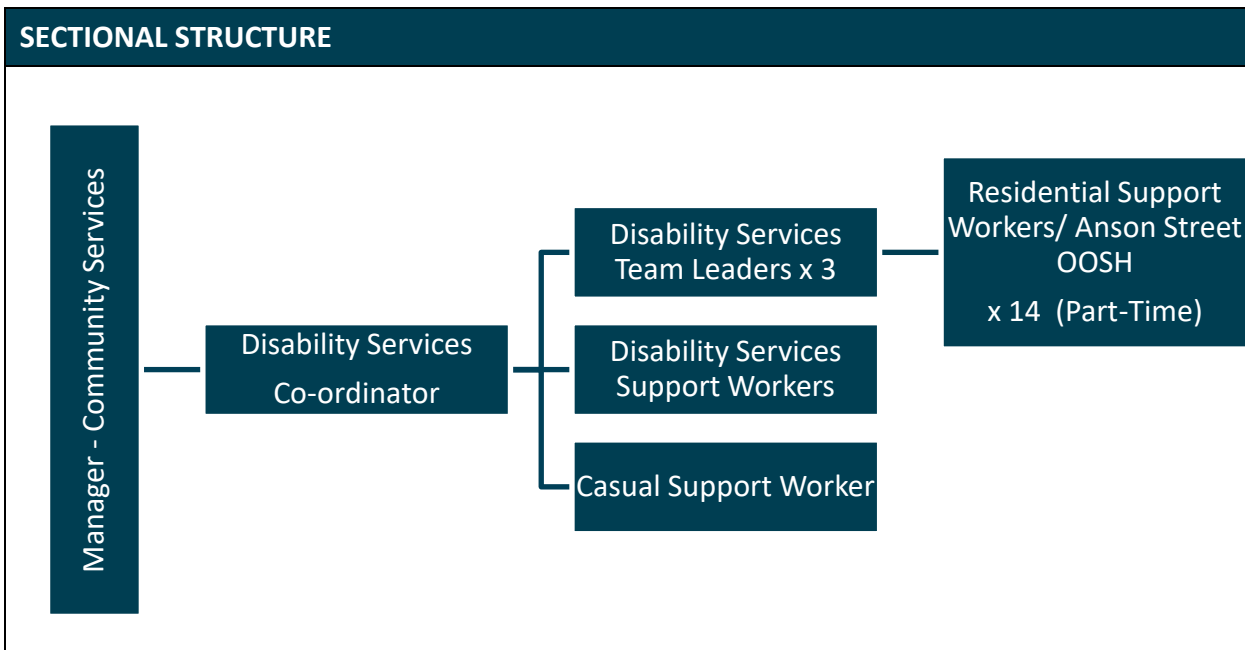
**PRIMARY PURPOSE OF POSITION**

To provide support which reflects the Disability Service Standards, NDIS obligations, funding objectives and the individual plans and goals of a person with disability in a range of support services and environments (including residential services, community access and afterschool and vacation care services).

To provide residential care and support (including personal care) to adults with disability in a community based residential setting, and implement person centered plans developed with client involvement.

To provide individual support to adults with disability living in residential care with social, recreational, domestic and community based activities.

To provide support and assistance with a range of recreational programs for children with disability who are enrolled in Council's Anson Street OOSH programs.



## SELECTION CRITERIA

### Qualifications/Licences

- Certificate III in Individual Support OR Certificate III in Disability or should be working towards this qualification.
- Current Provide First Aid (HLTAID003) certificate
- Current NSW Class C Drivers Licence
- Current NSW Working with Children Check Clearance
- NDIS Worker Screening Verification (Or ability to obtain before starting)
- Satisfactory Criminal History Check

### Skills and Experience

- A genuine interest in and commitment to the well-being and inclusion of people with disabilities
- Demonstrated experience supporting and caring for people with a broad range of support needs relating to disability
- Practical knowledge of the health, welfare and social issues effecting people with disability as well as knowledge of relevant legislation, policies and strategic directions of services for people with disability
- Demonstrated knowledge of person-centred planning and the process of working with a person with disability to identify their goals and aspirations
- Demonstrated ability to plan, implement and evaluate programs suitable to the individual needs and interests of the Teen Time participants
- Ability to work in partnership with families and carers to develop suitable programs for children's activities
- Experience in working with children and families within an Out of School Hours Care service
- Proven ability to work unsupervised
- Ability to work, communicate effectively and contribute as a member of a team
- Well-developed written, verbal and interpersonal communication skills, including the ability to establish professional working relationships, conflict resolution, negotiation and problem solving skills
- Excellent organisational and planning skills, including the capacity to work to deadlines and set priorities
- Well-developed computer literacy skills in the use of a variety of computer software packages
- Ability to work evenings, weekends and overnight as required
- Demonstrated ability to model Council's key values and desired behaviours

## KEY ACCOUNTABILITIES/DUTIES

### General:

- Actively contribute to a team environment through open communication, participation in regular staff meetings, planning sessions, professional development and networking opportunities as required.
- Provide back up and support to other staff as necessary.
- Actively participate in Council's appraisal process to identify future objectives and ongoing training and support opportunities.

- Complete all administrative tasks required to ensure compliance with Council policy and procedure including completing timesheets in a timely manner
- Liaise extensively with other staff to ensure the overall smooth and consistent running of the service.

**Residential Services:**

Work with adults with disability (individually and as part of a team) to create and maintain an environment that empowers and achieves a valued lifestyle similar to others in the community by:

- Providing support, in line with person centred plans, by promoting dignity, independence, choices, rights and responsibilities, while being mindful of risk and duty of care and ensuring there is a balance that includes healthy risk taking. To provide support that reflects the Disability Service Standards, NDIS objectives, funding objectives and Orange City Council's and Disability Services' Policies and Procedures
- Assisting with a wide range of domestic duties, community access, personal care and maintenance of personal comfort and hygiene.
- Providing individual support to clients undertaking social, recreational, domestic and community based activities
- Encouraging clients to develop and maintain personal, community and social relationships
- Helping to develop and maintain independence and safety in personal care, health care and hygiene (such as eating, dressing, toileting and bathing).
- Reading and updating house diaries, communication books and client records as required, ensuring relevant documentation is available to other staff.
- Negotiating on behalf of the person with disability to gain access to a range of generic community activities and other community services.

**Anson Street OOSH:**

- Participate in the planning, implementation, provision and evaluation of a planned program of appropriate after school and vacation activities including opportunities for sport, recreation, homework, literacy and computer skills, quiet time.
- Report to the Team Leader if any "child at risk indicators" are observed, and report to the relevant agencies in compliance with the mandatory reporting guidelines.
- Assist in the maintenance of a high standard of hygiene and cleanliness at the service venue including assisting with the personal care needs of the Anson Street OOSH participants and recognising their medical and other health needs and taking appropriate action as required.
- Develop a positive relationship with, and encourage communication between, families and staff including the sharing information with the family relating to their child.
- Assist in ensuring the correct administration of medications and/or medical procedures and that the appropriate documentation is completed as per the policy.
- Maintain equipment in good working order.
- Contribute to the service promotion when required.
- Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time.

Position Capabilities	
<p>The Orange City Council Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in our council. The full information regarding these Capabilities is available <a href="#">here</a>. The focus capabilities for this position are:</p>	
Group	Capability
Personal Attributes	<p><b>Manage Self – Foundational “Does it”</b>  <i>Show drive and motivation, an awareness of strengths and weaknesses, and a commitment to learning.</i></p> <ul style="list-style-type: none"> <li>• Checks understanding of own role within the team</li> <li>• Proactively seeks instruction and guidance</li> <li>• Approaches work tasks with energy and enthusiasm</li> <li>• Stays up to date with knowledge, training and accreditation in relevant skills areas</li> <li>• Is willing to learn and apply new skills</li> <li>• Learns from mistakes and the feedback of others</li> </ul>
	<p><b>Ownership – Demonstrates “Achieves it”</b>  <i>Take responsibility and ownership of work and delivering to quality standards</i></p> <ul style="list-style-type: none"> <li>• Undertakes work with care and concern for results achieved</li> <li>• Demonstrates ownership through language and behaviour</li> <li>• Speaks up when errors made</li> <li>• Able to get work completed to the required standard</li> </ul>
Relationships	<p><b>Customer Focus – Demonstrates “Achieves it”</b>  <i>Commit to delivering customer focused services in line with strategic objectives</i></p> <ul style="list-style-type: none"> <li>• Focuses on key points and communicates in ‘Plain English’</li> <li>• Clearly explains and presents ideas and technical information</li> <li>• Monitors own and others’ non-verbal cues and adapts where necessary</li> <li>• Listens to others when they are speaking and asks appropriate, respectful questions</li> <li>• Shows sensitivity in adapting communication content and style for diverse audiences</li> </ul>
	<p><b>Team Work – Foundational “Does it”</b>  <i>Be a respectful, inclusive and reliable team member, collaborate with others, and value diversity</i></p> <ul style="list-style-type: none"> <li>• Keeps team and supervisor informed of what he/she is working on</li> <li>• Shares knowledge and information with team members and other staff</li> <li>• Offers to help colleagues and takes on additional tasks when workloads are high</li> <li>• Is aware of the wellbeing of co-workers and provides support as appropriate</li> <li>• Is open to input from people with different experiences, perspectives and beliefs</li> </ul>
Results	<p><b>Plan and Prioritise – Foundational “Does it”</b>  <i>Plan and organise work in line with organisational goals, and adjust to changing priorities.</i></p> <ul style="list-style-type: none"> <li>• Understands team objectives and own contribution</li> <li>• Plans and organises own work tasks</li> <li>• Asks when unsure about the relative priority of allocated tasks</li> <li>• Manages time appropriately and re-prioritises as required</li> <li>• Identifies and informs supervisor of issues that may impact on completion of tasks</li> </ul>
Technical	<p><b>Health, Safety and Environment – Foundational “Does it”</b>  <i>Identifying and/or preventing health and safety risks to self and others. Planning and delivering work that considers the environment.</i></p> <ul style="list-style-type: none"> <li>• Consistently displays safe working behaviour</li> <li>• Speaks up when something is unsafe</li> <li>• Follows health and safety policies and procedures</li> <li>• Participates in safety discussions</li> <li>• Implement environmental controls as applicable</li> </ul>

## CORPORATE VALUES

As a values-based organisation, Council demonstrates its values through workplace behaviours. These behaviours provide a framework for staff to model behaviour across the organisation. Underpinning the behaviours is the Orange City Council Code of Conduct. Council's corporate values are listed below:

- **Respect** – is honest and respectful towards others and works as part of a team
- **Ownership** - takes responsibility for actions
- **High Performance** - pursues performance excellence and continually looks for improvement
- **Customer Focus** - demonstrates a customer focused approach towards internal and external customers
- **Safety** - works safely, in accordance with Council's Work Health and Safety policy and procedures
- **Diversity** – Champion a diverse and inclusive workplace
- **Leadership** – Council encourages all its employees to lead by example and role model our values. Leaders also need to ensure they provide constructive feedback and encourage high performance by coaching, developing, recognising and managing people effectively

## WORK HEALTH AND SAFETY RESPONSIBILITIES

All employees are responsible for Work Health and Safety (WHS) for Orange City Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor and Human Resources within 48 hours
- Participating in any applicable WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment
- Complying with emergency and evacuation procedures and site rules if applicable
- For Managers, Supervisors, Team Leaders or Gangers, you have additional WHS responsibilities as defined in the Orange City Council Work Health and Safety Management Policy (OP 84)

## GENERAL

- The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.
- Local Government (State) Award conditions apply to all entitlements.

- The Position Description links to the overall organisational Delivery/Operational Plan which ties into an employees' key performance indicators (KPIs) as part of their annual performance review.
- Position descriptions may be amended from time to time in accordance with business needs and in consultation with the incumbent of the position.

*I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description*

<b>NAME OF EMPLOYEE</b>	
<b>SIGNATURE OF EMPLOYEE</b>	
<b>DATE</b>	

Revision Number	Date of Amendments	Approved By	Summary of Amendments
1			
2	21/9/18	Louise Geaghan	Updated Sectional Structure