



Disability Support Worker

POSITION DESCRIPTION

Title: Disability Support Worker

Organisational Context:

Life Skills Victoria Inc (LSV) is an adult and community education centre registered with the National Disability Insurance Scheme (NDIS). The organisation delivers a broad range of activities, programs, pre-accredited and accredited courses for people with disabilities and has a broad range of community partnerships. LSV is committed to providing the highest quality supports to enable people with disabilities, their families, and significant others to maximise their independence and inclusion in mainstream community.

Vision:

A society where people with disability can fully participate and make a valuable contribution as citizens

Mission:

To make our community a place where people with disabilities, their families and networks are empowered through quality service, effective education and training and inclusive connections.

LSV will enable people to achieve their goals and aspirations by:

- Encouraging lifelong learning
- Providing a supportive and stimulating environment
- Offering experiential learning opportunities
- Being open to change
- Developing self-advocacy skills & using person centre planning.

Position Purpose:

Within the context of the NDIS, the Disability Support Worker supports the independence and social and economic participation of people with disability and enables them to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports. This role involves facilitating the development and enhancement of independent living and/or employability skills; supporting participation in the community to promote social networks and social connectedness; and advocating within a human rights framework for, or assisting people to, act on their own behalf, to achieve the outcomes they are seeking.

Activity Areas Include:

1. Work as a collaborative team member to ensure the effective delivery of supports and services
2. Incorporate individual client goals into activities/programs through the group directed planning process
3. Promote innovative, stimulating and creative activity/program options
4. Ensure best practice through the delivery of person-centred, flexible and responsive services
5. Promote quality customer service and develop effective linkages through partnerships and networks to build the capacity of the community to be more inclusive
6. Ensure compliance against organisational and operational recording and reporting requirements
7. Commitment to the Mission, Vision and Values of LSV

Duties (key result areas and responsibilities):

1. Create and maintain an environment that empowers people with disabilities
2. Provide supports as identified in a person's NDIS plans to enable them to fully realise and achieve their goals and aspirations
3. Promote and support self-management by empowering clients to achieve agreed goals through involvement in activities/programs they have chosen to engage in
4. Promote the integration of individual goals into group planning and facilitation
5. Actively seek out opportunities for people to meet their goals and aspirations
6. Accurately document in each person's individual record their attendance, progress and case notes and collect necessary evidence to meet NDIS compliance requirements
7. Support people to establish and maintain their participation in the community
8. Identify and utilise specific communication methods, and assist if required to provide communication support in order for clients to interact with others
9. Maintain positive and welcoming relationships with family, friends and other support networks of the people who use LSV supports and services
10. Mentor people with disabilities to understand the challenges and opportunities of participating in the community
11. Advocate for, and increase advocacy opportunities available to, people with disabilities
12. Participate in team and organisational activities
13. Seek and provide guidance and feedback from others for work performed including co-workers, volunteers and students
14. Attend and participate in meetings, training, reviews and committees as required
15. Participate in, and contribute to, a continuous improvement team culture
16. Adaptable to changing circumstances and able to prioritise work
17. Commitment to social justice, inclusion and valuing difference and diversity
18. High standard of personal integrity

Workplace health and safety:

- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the Organisation's occupational health and safety (OH&S) policies and procedures
- Maintain a comprehensive understanding of all current OHS legislative requirements applicable to LSV.

KEY SELECTION CRITERIA:**Knowledge and Skills:**

1. Well-developed communication and interpersonal skills including the ability to work and communicate effectively with clients, their families, community agencies and other professionals
2. Demonstrates a high level of organisation, planning and time management skills
3. Ability to work collaboratively in a very busy environment and to work both independently and as part of a team within agreed boundaries
4. Ability to develop and maintain strong working relationships with relevant external agencies and other professionals, including working to establish links with community resources to increase access and inclusion in the community
5. A sound understanding of the issues and challenges facing people with disabilities and their families
6. Demonstrated understanding and application of person centred practice
7. Demonstrated experience in the planning and delivery of innovative programs and activities as appropriate to client goals and interests
8. Effective verbal and written communication skills, including the ability to complete a range of administrative duties relating to organisational, operational, and compliance reporting and recording
9. Knowledge and experience in the Microsoft Office suite. Exposure and/or ability to acquire skills in client data management systems, for example, Supportability, and an ability and skill base to readily embrace new technology

Specialist Expertise:

- An ability to apply contemporary approaches to supporting people with a disability
- An understanding of the philosophical and legislative framework in which supports and services are delivered to people with disabilities
- Ability to establish links with the community to build the capacity of community members to be more inclusive and develop sustainable and valued relationships that are embedded in local community life.

Skills and Competencies:

- **Client focused:** provide clients with high quality services, builds knowledge of client issues and requirements to improve practice and has ability to utilise the necessary platforms to articulate this to client stakeholders
- **Knowledge of SUPPORTABILITY (or similar client management system):** understanding and implementation of client management systems
- **Ethics:** observes professional boundaries and standards
- **Knowledge of community:** participates effectively in networks and community meetings to advance the organisations objectives
- **United vision:** generates ideas for innovation and enhanced working practices to achieve the organisation's mission
- **Team dynamics:** offers constructive feedback and provides balanced and informed perspective at team meetings
- **Diversity:** demonstrates cultural sensitivity and adjusts personal style in response to client and team member differences
- **Strategic focus:** contributes to team plans and relates teamwork to strategic objectives
- **Conflict management:** recognises differences of opinion and works towards the resolution of team conflict
- **Interpersonal skills:** demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communication
- **Partnerships and collaboration:** develop relationships and work collaboratively with other organisations in formal and informal partnerships to achieve client outcomes
- **Social justice:** demonstrates commitment to social justice and social inclusion
- **Time management:** manages time and uses tools effectively to assist with planning and organising and can actively manage working autonomously or in a team setting
- **Advocacy:** advocates for clients and team members to advance their interests
- **Microsoft Office:** Experience in Microsoft Office 365
- **Confidentiality:** respects client and team member confidentiality
- **Reflective practice:** demonstrates effective reflective and evidence-based practice

Essential Interpersonal Skills:

- Resilience
- Adaptability
- Personable
- Honest
- Alignment with LSV culture, Vision and Mission
- Inclusive

Essential Independent Skills:

- Optimism
- Diligence
- Common sense
- Loyalty
- Dependability
- Good manners
- Good humour
- Ability to work within the team and adapt quickly to a changing environment.

Qualifications:

Certificate IV qualification or higher in Disability, Health or a related Human Services discipline

Desirable Qualifications:

Level 2 First Aid certificate

Stakeholders:

- Families
- Carers
- Participants
- NDIS
- LAC Planners
- Support co-ordinators
- Business community
- Schools
- Staff
- Board of Management

Relationships:

- Direct Report: DCEO
- Accountability Report: CEO and Board of Management LSV
- Report: Board LSV

Employee name	
Effective date	
Substantive hours per fortnight	Casual - minimum 2 hour shifts
Award classification and level	
Hourly pay rate	
Annual leave entitlement	
Agreed days of work	
Requirements	<ol style="list-style-type: none"> 1. Certificate IV qualification or higher in Disability, Health or a related Human Services discipline 2. NDIS worker Screening Check 3. Covid-19 Vaccination status in line with Victorian Health requirements for Disability Support Workers
CEO signature	
Date	