

HOUSE WITH NO STEPS – NORTHERN NSW

POSITION: Disability Support Worker

RESPONSIBLE TO: Project Coordinator
- who reports to the Operations Manager

SUPERVISES: Generally, no staff supervision responsibilities

EFFECTIVE July 2007

QUALIFICATIONS / SKILLS:

Essential:

- Relevant experience providing support in a disability/community setting or similar human service environment;
- Ability to implement the NSW Disability Services Standards in direct service delivery;
- Ability to safely perform manual handling tasks which may involve lifting, bending, twisting, pushing, pulling and repetitive actions;
- Ability to work shift work, including weekends; active nights & sleepovers;
- Effective communication skills;
- Current Drivers Licence;
- Current First Aid Certificate;

Desirable:

- Relevant qualifications including Certificate III Community Services (Disabilities); or willingness to obtain
- Experience in facilitating individual planning processes;
- Experience and understanding of behaviour management principles.

JOB DESCRIPTION

ROLE

Disability Support Workers (DSW) are responsible for the direct care and active support of clients receiving services operated by House With No Steps – Northern NSW.

The DSW must be committed to delivering all planned supports and interventions to enable the client to achieve the desired outcomes of their Individual Support Plan, while preserving the safety and dignity of the individual.

CORE RESPONSIBILITIES

Adhere to and implement all procedures requirements under the HWNS Policy and Procedures frameworks.

To provide care, support and training to clients in accordance with the NSW Disability Services Standards 1993 and procedural requirements under HWNS Quality Management system;

To assist clients to develop social, interpersonal, community and daily living skills by implementing a range of support and training programs;

To provide appropriate guidance in choice and decision making when supporting clients in the home and the community;

To promote a positive image of people with a disability and HWNS in the community,

DUTIES

1. CLIENT SUPPORT

- 1.1. To promote the dignity, independence, choices, rights and responsibilities of each client in accordance with the practice benchmarks of the Disability Service Standards ('Standards In Action');
- 1.2. Adhere to Privacy Legislation by ensuring that each client's privacy and confidentiality in the home, within the Service, across services and in the community is preserved and respected at all times on a 'need to know basis' and release of information is made with the appropriate signed consents;
- 1.3. Ensure each client's decision making is in accordance with the principle of 'dignity of risk' and that all support is provided within the bounds of 'duty of care';
- 1.4. In consultation with the Client, significant others, Project Coordinator and fellow staff members, ensure that the provision of care and support to clients is in accordance with the individual goals encompassed in their Individual Support Plan (ISP);
- 1.5. To adhere to all legislative requirements as directed by the Project Coordinator including the requirements of government funding agreements;
- 1.6. Direct care and support includes assisting the client with:
 - 1.6.1. daily personal care and hygiene routines;
 - 1.6.2. mealtimes – special food preparation and assistance with feeding;
 - 1.6.3. medication administration and reviews;
 - 1.6.4. mobility – walking frames, wheelchairs, surgical equipment;
 - 1.6.5. manual handling – specific Physical movements required to safely operate equipment in the transferring or transporting of clients and performing general work duties;
 - 1.6.6. behaviour management – implementing agreed BM strategies and protocols;
 - 1.6.7. safety – protecting clients from injury and abuse as part of Duty of Care and the Risk Management Framework;
 - 1.6.8. other duties as required.
- 1.7. Identify, develop and implement client support and training needs toward the development of social, interpersonal, community and daily

living skills within the assessment framework of the ISP and based on clients individual need and choice;

Note: HWNS delivers structured training programs for clients within formal learning environments using assessment and teaching frameworks (skills screening tools, functional assessments and task analysis). Learning however may be informal. Opportunities for clients to access 'incidental learning' is encouraged.

- 1.8. Key Worker (KW) responsibilities: In consultation with the client, Project Coordinator and co-workers, develop, implement, monitor and review the individual plan for the client/s under the KW caseload.
- 1.9. To assist and support clients to actively participate in community life and enhance opportunities for learning and developing social and personal relationships;
- 1.10. To assist and support clients with decision-making and problem-solving. To refer all sensitive matters and disclosures directly to the Project Coordinator or Operations Manager. Disability Support Workers are not to act as counselors for clients;
- 1.11. To support clients' choices to maintain close ties with family and advocates and to develop meaningful personal and social relationships.
- 1.12. To liaise closely with families, carers, advocates and other service providers, as required and in consultation with the Project Coordinator.
- 1.13. Driving company vehicles to transport clients individually or as part of a group. This involves the operation of hydraulic wheelchair hoists where applicable.

ADDITIONAL CLIENT SUPPORT

2.1 Day Program services

- 2.1.1 To assist and enable clients to develop independence in personal care, health and hygiene and develop dignity and self esteem through the achievements of education programs and incidental learning opportunities;
- 2.1.2 To assist with Day Programs bus runs, as per transport roster and at other times as directed.

2.2 Residential services

- 2.2.1 To provide residential support and training in a manner and at a level that meets clients' individual needs and the requirements of service accountability under government funding agreements;
- 2.2.2 In consultation with the Project Coordinator, it may be necessary at times to liaise with the Office of the Public Guardian and the Office of the Protective Commissioner as per a Guardianship order in relation to the decision making processes and financial management for the client.

2.3 Group home and In-Home Support services

- 2.3.1 To assist and enable clients to develop independence in personal care, health and hygiene and develop dignity and self esteem through the achievements of education programs and incidental learning opportunities;

- 2.3.2 To encourage and assist clients to carry out all domestic and household duties, including shopping, cooking, cleaning, ironing, gardening, lawn mowing and household maintenance. Disability Support workers complete the above tasks as required;
- 2.3.3 To ensure that clients' medical reviews and treatments under the Health Care Plan are attended, monitored and documented on the clients file;
- 2.3.4 To ensure that clients' clothing and personal possessions are maintained and replaced as required. A Personal Equipment Inventory is maintained for each client and is held on their file.

3 OTHER

- 3.1 To participate in HWNS administration of medication competency assessment theory and practice;
- 3.2 To implement HWNS occupational health and safety program and to report any injuries, safety hazards and risks to the Project Coordinator immediately;
- 3.3 To maintain and promote a workplace free from discrimination and harassment of any kind and to follow the HWNS grievance procedure to report any discriminatory or harassing behaviour directly to the Project Coordinator/Operations Manager/Regional General Manager. This includes discrimination and harassment on the grounds of sex, marital status, pregnancy, race, colour, nationality, ethnic or national origin, age, sexuality, disability, religion and includes sexual harassment;
- 3.4 To complete all administrative and computer-related tasks associated to the position accurately and promptly, in line with HWNS Quality Management system;
- 3.5 To ensure that all outgoing correspondence is sighted by the Project Coordinator:
 - 3.5.1 daily documentation: shift reports, file notes, diary notes, communication sheets;
 - 3.5.2 maintenance of client files and quarterly file and ISP reviews of clients as a component of Key Worker duties;
 - 3.5.3 all Quality forms, in particular: grievance problem sheets (GPS), register of injuries, vehicle log sheets;
 - 3.5.4 administration of medication records;
 - 3.5.5 documentation of Individual Service Plans;
 - 3.5.6 individual programs and protocols;
 - 3.5.7 behaviour management data collection and reports;
 - 3.5.8 meeting minutes, as required;
 - 3.5.9 reading relevant memos and correspondence;
 - 3.5.10 all other administration and documentation as required or as requested.
- 3.6 To participate in an annual personal performance agreement/appraisal under supervision with the Project Coordinator with subsequent quarterly monitoring of progress culminating in a formal review every 12 months;
- 3.7 To participate in Organisational training to maintain and increase work skills including obtaining a minimum of Certificate III in Community Services (Disability);
- 3.8 To be an effective team member by communicating significant issues to the Project Coordinator and co-workers and fostering positive working relationships;
- 3.9 To attend scheduled staff meetings and other meetings as required;
- 3.10 To assist the Project Coordinator with organisational planning and special projects;

- 3.11 All staff may be required to drive large passenger vehicles;
- 3.12 To undertake other duties and activities as directed by the Project Coordinator.

4 PHYSICAL DEMANDS OF THE POSITION

- 4.1 Prolonged standing and / or walking (between 67% to 100% of a shift)
- Sitting for prolonged periods (up to 2.6hrs)
- Stair climbing
- Repetitive and / or sustained squatting
- Stooping / trunk flexion – often between 60° and 80° and occasionally to 90° - in attending to client needs
- Lifting, pushing and pulling between 5-10kg on a frequent basis in assisting needs of clients in wheelchairs
- Lifting, pushing and pulling up to 25kg on occasional basis in assisting positioning and repositioning posture of seated clients
- Repetitive trunk twisting up to 45° for short periods
- Occasional lifting and carrying (unilateral and bilateral) 5kg in cleaning or shopping
- Repetitive slight stooping (lumbar flexion to approximately 20°), and slight twisting of trunk, when sweeping, mopping and vacuuming
- Bilateral use of upper limbs – moderate gripping with both hands, shoulder elevation less than 90°
- Shoulder elevation to 130° (full elevation of shoulders) in cleaning of windows
- Occasional lifting, pushing and pulling of 4-10kg in movement of furniture
- Repetitive reaching (shoulder elevation to 75°) and sustained gripping dominant upper limbs in wiping of benches, fridges, ovens
- Trunk bending (flexion) to 80° - 90° in wiping duties

Brett Lacey
Regional General Manager

Employee name

Employee signature

Date