

GoCare Support Services



Position Description

Job Purpose

Position Title	Disability Support Worker and Key Worker
Employment type and duration	Casual
Hours of employment	Casual Hours
Employment Entitlements	Casual Entitlements
Pay	Casual Base Rate \$41 per hour (plus superannuation)
Location	
Responsible to:	Team Leader, Services Manager and Operations Manager

GoCare Support Services offer a range of services to meet the needs and requirements of NDIS participants, this may include community access, personal care, accommodation, supported employment and workplace experience. Providing highest quality support that empowers people to achieve the best version of themselves and to engage in and enjoy their life.

Go care is a Registered NDIS Provider, fully accredited for a diverse range of services.

Scope of the position

To provide high quality support to empower residents/participants, according to their individual needs and goals, within their own home and community; enriching the lives of individuals by promoting choice, inclusion and achievement.

To provide support in line with the organisation's core values of participant focus, empowerment, respect, inclusion and learning.

Who should apply for this role?

This role is suitable for someone who would like to work for an organisation with a purpose of having positive impact for people with disabilities and their families. If you have an interest in the disability sector and community this is the role for you.

Key Responsibilities

- Work collaboratively with participants to provide person centered active support in accordance with participant's individual needs and goals, GoCare Support Services' Policies and Procedures, Legislation and industry guidelines e.g. NDIS Practice Standards, Child Safety Standards, NDIS Code of Conduct, Zero Tolerance, please refer to the attached links. Support, engage and motivate participants in the activities of daily living to promote independence, inclusion and capacity building. This includes participant centered decision making, household duties, meal preparation and assistance, attending appointments, educational and workplace opportunities, community and recreation activities.
- Provide personal care according to individual needs in a manner that demonstrates respect of participants' rights, privacy, identity, culture, gender and sexual orientation, please refer to the GoCare website gocss.com.au for each policy.

- Promote and support friendships and social connections. Observe and respond flexibly to participants' changing needs. Provide a safe environment for participants.
- Take appropriate action where any participant is experiencing discrimination, exploitation, neglect, abuse or violence, ensuring to escalate any concerns to the appropriate team leader or manager.
- Communicate with participants clearly, inclusively, respectfully and to the individual needs of the participants.
- Provide supports according to the participants individualised support plans.
- Provide high complex care, including manual handling, and high intensity supports according to individual needs, training and personalised plans.
- Use mechanical aids and equipment (e.g. hoists, slings and slide sheets), as applicable to assist with mobility and transfers of residents/participants.
- Administer medication in accordance with GoCare Support Services policies and procedures.
- Promote and encourage good health, nutrition and wellbeing for each participant.
- Support participants to 'speak up' particularly regarding concerns, complaints and incidents (self- advocacy).
- Completion of domestic duties as required, within each of the programs/ locations managed by GoCare Support Services.
- Ensure and maintain a safe and hygienic work environment in accordance with WH&S standards. Ensure workplace risks are reported and contribute to a high level of infection control, including utilizing appropriate personal protective equipment.
- Ensure all participant documentation is completed in an accurate and timely manner, ensure the occurrence of an 'Incident' is reported to the appropriate team leader, manager or on-call service before the end of the shift.
- Corresponding paperwork such as an incident report must also be completed by end of the shift.
- Establish and maintain professional working relationships and effective communication, to ensure high quality of service delivery.
- Develop cooperative, trusted and respectful working relationships with the participant's support team. This may include family, friends, advocates, allied health professionals, paid supports and mainstream or community services.
- Communicate to the program team leader any changes to residents/participants' support needs.
- Participate in the development and review of participant supports and documentation such as participant snapshots.
- Participate in supervisions, development, training and attend meetings as required. Ensure understanding of your capabilities, role and impact.
- Maintain a high level of self- awareness, work within your capabilities and look after yourself.
- Provide any relevant training regarding your role to co-workers or new staff members as requested by management.
- Other appropriate duties as directed by the Program Team leader or Manager.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending	✓		
Computer based tasks		✓	
Driving		✓	
Kneeling		✓	
Lifting		✓	
Sitting		✓	
Standing	✓		
Walking	✓		

- Demonstrating and practicing the Core Values of GOCare Support Services* Growth and Development
- Foster growth by adopting an inclusive and diverse culture of constant improvement and sustainability
- Quality of service and care Strive for excellence in all aspects of care and customer service *
- Community Actively uniting and inclusive and diverse community
- Engagement Cultivate engagement through open communication, collaboration, and inclusivity.
- Empowerment through inclusive and diverse employment
- Teamwork
- Demonstrate and collaborate within the team to ensure tasks are completed on time
- Demonstrate GOCare Support Services Core Values within the team - Be Supportive of the team you work within
- Be proactive with suggestions and collaboration with the team by providing feedback to Individual
- Supports Team Leader and management
- Maintaining accountability and responsibility of one's attitude and behaviour by representing GO Care
- in a positive manner and being reportable to management for all aspects of the specific role's workplace duties listed in this duty statement
- Qualifications/Knowledge/Attributes: Essential

- Current level 2 First Aid Certificate (or be prepared to obtain).
- Valid driver's license.
- It is mandatory to complete NDIS Worker Orientation Module "Quality, Safety and You" prior to commencement, please see link below.
- Owns a Yellow Card or NDIS Worker Screening Check (required) or is prepared to undertake a NDIS Worker Screening Check, International Police Check (if required) and a Owns Blue Card (required).
- Commitment to choice, inclusion and achievement for people with a disability.
- Commitment to allocated duties with a high degree of individual flexibility.
- Attributes of a quality support worker including initiative, reliability, being a team player, respectful, participant focus, committed and open to learning.
- Digital literacy – ability to utilise phone, email, computer software and applications, or willingness to learn.
- Has a 'minimum' qualification of Certificate III in Individual Support or is enrolled and intends to study Certificate III in Individual Support or Certificate IV in Disability.

Desirable (but not essential)

- Certificate IV in Disability, Aged Care or Community Services (or working towards a qualification)
- Previous experience within the disability industry

Other

- All staff will undertake a Probationary Period of six (6) months and must be prepared to participate in training to enhance their capacity to perform their duties. Employees are also required to train newly appointed staff within their respective programs.
- If Vaccinated, Provision of Influenza and COVID Vaccine Proof.

Other

- Direct Disability Support Work may be assigned during and after business hours
- 3 Monthly Supervision with direct line manager (CEO or Operations Manager): 1 Per every 3 months
- 12 Monthly Performance Development Review (PDR): 1 Per every 12 months

Links

Ndis Practice Standards-

<https://www.ndiscommission.gov.au/providers/ndis-practice-standards>

Child Safety Standards- https://www.childwise.org.au/news/17/national-principles-for-child-safe-organisations-what-are-they-all-about?gclid=CjwKCAjwzeqVBhAoEiwAOrEmzXVUPCHLw-jtcDPI16vDI-ktouuQLjm83xId9DL8lISg0xgSZFPbBoCFUYQAvD_BwE

NDIS Code of Conduct- <https://www.ndiscommission.gov.au/providers/ndis-code-conduct>

Zero tolerance- <https://www.nds.org.au/resources/zero-tolerance>

NDIS Worker Orientation Module- <https://www.ndiscommission.gov.au/workers/training-course>