



POSITION DESCRIPTION and Key Performance Indicators (KPIs)

Position Title: **DISABILITY SUPPORT WORKER**

Status: **As per Offer of Employment**

Award: **Social, Community, Home Care and Disability Services Industry (SCHADS) Award**

POSITION PURPOSE

The Disability Support Worker is responsible for providing flexible and responsive support to people with disability which promotes choice, self-determination and independence in a range of community settings and in-home. The worker is required to meet the individual needs of people with disability, which may include, but not limited to, assistance with personal care, domestic duties, medication management, transport, meal preparation and shopping, skill development training, social support, and assistance to access and participate in the community. The worker is also responsible for ensuring that all reporting and administrative requirements meet the service and support requirements and are delivered in line with New Lake Peer Support Ltd policy and procedures, relevant legislation and NDIS Practice Standards.

REPORTING TO

Service Manager, New Lake Peer Support Ltd

SKILLS, COMPETENCIES, QUALIFICATIONS AND EXPERIENCE

Essential:

- Experience working with people with disability and their families/primary carers
- A high level of organisational, communication (both oral and written) and problem-solving skills
- Ability to work co-operatively as part of a team and individually
- Knowledge of, and commitment to, WH&S requirements
- Knowledge of, and commitment to the principles of the National Disability Insurance Scheme
- Current driver licence and preparedness to use own comprehensively insured vehicle for work related duties
- Current First Aid Certificate
- A strong motivation and commitment to the principles of the *NSW Disability Inclusion Act (2014)* and NSW Disability Services Standards

Special Conditions

- The first six (6) months of employment is probationary
- The position involves evening, overnight, weekend work and sleepovers. Workers may be required to work public holidays
- Where New Lake Peer Support Ltd may have concerns that the employee's level of fitness is adversely affecting his/her job performance, the organisation may, at its cost, require the employee submit to a Fitness Capacity Evaluation to ensure that neither the employee or a fellow employee or participant are placed at risk of injury
- Employment in this position is conditional on the employee maintaining a current First Aid Certificate
- Employment in this position is conditional on the employee maintaining a current Driver Licence
- Employment in this position is conditional on the employee having the use of a reliable registered motor vehicle, comprehensively insured for work related duties.
- Cleared Working with Children Check and National Criminal Police Record Check

NEW LAKE PEER SUPPORT LTD

At New Lake Peer Support Ltd, we support people with disability to lead full and active lives.

We are committed to providing high quality, person centred support, which promotes the independence, choice and inclusion of people with disability, and we have over 30 years of experience providing supports, which are flexible and personalised.

Our Vision

Working together to build an inclusive community for people with disability.

Our Mission

We promote the independence, choice and inclusion of people with disability.

Our Values

Commitment
We are an organisation that believes in its people and is person centred in everything we do. We strive for excellence in all that we do, and we strive to continuously improve.

Respect
We recognise and respect the values, contribution, cultures and diversity of all individuals and communities.

Inclusion
We are committed to the principles of inclusion and equality of participation.

Integrity
We act openly, honestly and ethically.

Accountability
We are accountable for our decisions and actions.

KEY ACCOUNTABILITIES

The responsibilities, duties and KPIs for the role are defined under New Lake Peer Support Ltd’s five (5) Key Results Area, as listed below.

1. **Internal Efficiency:** To ensure that we provide the most responsive and efficient service to our participants within an individualised funding framework
2. **People and Capability:** To attract and retain a workforce with the appropriate skills and attributes (both paid and unpaid) to deliver our services.
3. **Participant Outcomes/Service Delivery:** To provide quality, person centred support, which promotes the independence, choice and inclusion of people with disability
4. **Financial Sustainability and Business Performance:** To maximise efficiency and minimise waste
5. **Quality Management and Improvement:** A commitment to strategies focused on quality and continuous improvement over time.

KEY RESULT AREA – INTERNAL EFFICIENCY

Responsibilities and Duties	Key Performance Indications (KPI's)
2. Ensure effective communication channels with other staff, supervisor, management, participants, carers and other relevant stakeholders	1. Progress notes are written following each occasion of support 2. Communication book is read at the commencement of each shift to check participant movements/activities and check duties for that shift 3. Incidents are reported with completed documentation provided by the end of the first working day following the incident 4. Complete other administrative tasks required ensuring compliance with New Lake Peer Support Ltd. procedures

2. Ensure a positive public image of New Lake Peer Support Ltd is presented	5. All business activities comply with New Lake Peer Support Ltd's Code of Conduct, regulatory and legislative requirements and ethical practices 6. Policies and procedures are adhered to 7. Displays honesty and truthfulness, confronts problems quickly and displays strong commitment to organisational success and inspires others to make and achieve goals
2. Maintain appropriate records in accordance with established documentation protocols.	8. All records are completed in accordance with established documentation protocols
2. Participate in staff meetings, and in regular supervision and training	9. Attendance at supervision, performance evaluation sessions and training

KEY RESULT AREA – PEOPLE AND CAPABILITY

Responsibilities and Duties	Key Performance Indications (KPI's)
1. Maintain a safe and non-discriminatory workplace	1. WHS checks are undertaken and documentation maintained 2. Recognises, assesses and actions hazards, including equipment, motor vehicles and facilities 3. Incidents are recorded, reported and remedial action taken 4. Household duties are attended to ensure a hygienic environment is maintained 5. New Lake Peer Support Ltd policies and procedures are adhered to
2. Act in a professional and respectful manner at all times	5. Professional relationships are maintained with participants, team members and service management 6. Complaints are responded in a timeously and professional manner 7. The confidentiality of participants and organisational information is respected and maintained at all times

KEY RESULT AREA – PARTICIPANT OUTCOMES/SERVICE DELIVERY

Responsibilities and Duties	Key Performance Indications (KPI's)
1. Implement and monitor high quality person centred plans that support personal life choices	- A person-centred approach in service delivery is adopted - Individual program plans are implemented to enable learning, independence and safe living skills - Outcomes achieved demonstrate informed choice by participant and this is documented - Participant files contain community opportunities that were accessed or supports provided to expand their social networks - Participant files are maintained in accordance with legislation and organisational requirements - All participants treated with respect and cultural sensitivity and awareness is displayed - The rights and responsibilities of participants and their carers respected and maintained at all times - Services provided meet the NSW Disability Services Standards and other relevant legislation -
2. Support participants in all aspects of daily life, including but not limited to:	- Individual needs of participants are met.

<ul style="list-style-type: none"> - assistance with personal care needs such as toileting, showering, grooming and dressing - transporting participants to and from home and day programs, and other activities and appointments - assist with the administration of medication in accordance with Medication Management policy - supporting participants to manage their money and to purchase requested items - carry out domestic duties including menu planning, cooking, serving meals, cleaning and shopping 	
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KEY RESULT AREA – FINANCIAL SUSTAINABILITY AND BUSINESS PERFORMANCE

Responsibilities and Duties	Key Performance Indications (KPI's)
1. Contribute to the effective financial management and sustainability of the organisation.	<ol style="list-style-type: none"> 1. Payroll staff receive timesheets on time to process 2. Expenditure of individual participant plans is within budget and service guidelines and procedures 3. Data entered into FileMaker Pro (and progress notes) is accurate and timely

KEY RESULT AREA – QUALITY MANAGEMENT AND IMPROVEMENT

1. Continuously strive for excellence and innovation as part of quality improvement in service provision	<ol style="list-style-type: none"> 1. Service delivery is continuously monitored to ensure participants are receiving the service they request 2. Embraces and participates in the organisations 'best practise' and 'continual improvement' approach 3. Initiates and manages the change process and energises and accelerates it on an ongoing basis, taking steps to remove barriers when they arise 4. Implementation of updated policies and procedures
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OTHER REQUIREMENTS

<ul style="list-style-type: none"> • 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. • 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 • Responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement. • Identify improvement opportunities, ideas and suggestions for quality improvements.
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Approval

Employee's Name:	Employee's Signature and Date
Employer Representative Name:	Employer Representative Signature and Date