

## POSITION DESCRIPTION

<b>Title:</b>	<b>Direct Support Worker</b>
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award
<b>Classification:</b>	Community Service Worker Level 2

### Position Objective:

To provide support to people with a disability and/or aged care needs within the services offered by Anglicare Disability Service, in a person-centred manner that is respectful and meets the needs of people with a disability or aged-related needs.

### Role Description:

A Direct Support Worker is responsible for providing services and support to individuals with disabilities and/or aged care needs, their carers, guardians, and other relevant stakeholders. The role of a Direct Support Worker (DSW) is to empower, assist and provide quality services and support to the individual.

Direct Support Workers work with the Disability Service team to provide a range of services and support in accordance with the person's individual need and goals. A Direct Support Worker will need to be flexible, compassionate, willing to learn and take on new tasks, resilient, be able to problem solve and hold good communication skills. In this role you also need to work in a team and independently and be able to use your discretion.

A Direct Support Worker must comply with NDIS Practice Standards, Aged Care Quality Standards, Anglicare NSW South, NSW West & ACT Policies and Procedures, scope of practice, quality work practice, all relevant Legislative, Regulatory, and Legal Requirements including the Human Rights Act 1986, Aged Care Act 1997 and the Quality of Care Principles and uphold the United Nations Convention on the Rights of Persons with Disabilities.

## **Primary Responsibilities:**

### **Values, Sanctuary and Culturally Inclusive Practice**

- Work in alignment with the Sanctuary Model Pillars and Anglicare's Values.
- Maintain respectful relationships with stakeholders, government departments and the community to provide an integrated approach to service delivery.
- To provide support and work with colleagues in a manner that reflects and is consistent with the mission and values of Anglicare in all aspects of service delivery.
- Act in a professional manner in line with both the NDIS Code of Conduct, Aged Care Standards and Anglicare Code Of Conduct at all times when dealing with both internal personnel, people with a disability/aged care needs and external stakeholders.
- Work collaboratively as an active member of the Disability Services team, attend meetings and communicate issues to support continuous quality improvement processes.
- Work with Aboriginal clients and families in a culturally sensitive and affirmative manner.
- Support and uphold all work practices in accordance with Work Health and Safety requirements whilst always ensuring a commitment to safety in the work environment.
- Support and uphold all work practices in accordance with Anglicare's policies and procedures.
- Attend training and development programs as required, either (online or in person).
- In addition to the above, you are expected to undertake other responsibilities and duties as may from time to time be assigned by Anglicare NSW South, NSW West and ACT.

### **Supporting our clients with disability or aged care needs**

- To provide the best possible standard of care to all people with a disability or aged care needs. Ensuring human rights, dignity, privacy, and security are maintained.
- Demonstrated ability to work positively with a person with a disability and/or aged care needs to achieve positive outcomes.
- Develop, maintain and increase independence in personal care, health care and hygiene.
- Develop, maintain and increase skills for daily living e.g. meal preparation, household tasks, shopping, attending appointments.
- Assist in the development, implementation and review of an individual's program.
- Able to cope with the physical demands of the position.

### **Administration, Supervision and Record keeping**

- Record, document and report any, but not limited to, incidents, changes, goals, needs, achievements, statements, actions and outcomes in a consistent and clear manner that meets all legislative requirements and regulations.
- Work in compliance with Workplace Health and Safety legislation including reporting and investigation. Actively contribute to maintaining a safe working environment.
- Provide a range of services and support in accordance with our rostering needs. This includes working morning, afternoon, sleepovers and weekend shifts.

### **Communication**

- Liaise and negotiate with diverse range of people.
- Provide clear explanation, support and guidance relating to person centred supports.
- Communicate with people with a range of different backgrounds and disabilities and aged care needs.
- Proactively participate in relevant discussions, meetings and with line manager.

<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Cert III in Individual Support or other relevant qualification or demonstrated experience in providing support for people with a disability or aged care needs with a willingness to undertake Cert III study.</li> <li>• Completion of the NDIS Commission Quality Safety and You (NDIS Commission website) training modules.</li> <li>• Completion of the New Worker- NDIS induction module (NDIS Commission website).</li> </ul>
<b>Key skills and experience:</b>	<ul style="list-style-type: none"> <li>• Experience working with people with a disability and/or aged care needs, and supporting those needs across the life span.</li> <li>• Experience in providing person-centered supports for people with a disability and/or aged care needs.</li> <li>• Ensure services and support are provided in a way that are consistent with but not limited to the principles and objectives of the Human Right Act 1986, Disability Services Act 1986, NDIS Practice Standards 2021, Aged Care Act 1997, the Quality of Care Principles 2014 and Aged Care Quality Standards.</li> <li>• Demonstrated experience working directly with people that have challenging behaviours and/or restrictive practices.</li> <li>• Ability to perform duties in a 'stand-alone' position for all shifts.</li> <li>• Demonstrated understanding of the support needs requirements of people with different types of disabilities and communication needs.</li> <li>• Good written and verbal communication skills.</li> <li>• Good Interpersonal skills.</li> <li>• Well-developed time management and personal organisational skills.</li> <li>• Ability to take appropriate directions and to work as both a member of a team and independently with limited supervision.</li> <li>• Demonstrate a friendly, positive attitude, with a willingness to learn.</li> <li>• Ability to always maintain confidentiality of information.</li> <li>• Demonstrate genuine respect for all people regardless of their situation.</li> <li>• Ability to identify and resolve conflict and respond effectively.</li> <li>• Demonstrated negotiation skills and quality customer service delivery.</li> </ul>
<b>Key knowledge areas:</b>	<ul style="list-style-type: none"> <li>• Understanding of person-centered supports for people with a disability and those with age-related needs.</li> <li>• Knowledge of Aboriginal culture and the issues impacting Aboriginal families.</li> <li>• Understanding of NDIS Scheme and Aged Home Care Packages.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• ACT or NSW Drivers Licence.</li> <li>• Covid Vaccination Certificate, including boosters.</li> <li>• Working with Children Check clearance.</li> <li>• National Coordinated Criminal History Check clearance.</li> <li>• First Aid Certificate and CPR.</li> <li>• Worker Screen clearance with NDIS Commission.</li> <li>• Complete the NDIS Commission Quality Safety and You module.</li> </ul>
<b>Reports to:</b>	Disability Services Coordinator
<b>Direct reports:</b>	N/A